



Complaints Policy

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Updated by: Headteacher

Date to be Reviewed: May 2026

At Mundella Primary School we aim to put children at the centre of all we do – striving to ensure their safety and achievement in all things.

However, there may be times when parents are not entirely happy with something that has occurred at school. If this is the case, there is a complaints procedure that needs to be followed. A full booklet is available from the school office, but the main points are as follows:

- If you have concerns you need to direct them first, if appropriate, to the class teacher; then to the Head; and finally, to the Governing Body if you feel the problem has not been addressed.
- The complaint can be made in person or in writing. You should have acknowledgement of your complaint within 3 working days.
- If the complaint is made to the Governing Body, a Committee may be convened to hear your complaint if you feel your concerns have not been adequately resolved by the response from the Chair of Governors.
- If your complaint is against the Head, a letter should be sent to the Chair of Governors. They will do an initial investigation and try to resolve the issue to your satisfaction. If however you are not satisfied with the outcome a complaints panel will be convened to hear your complaint.

If you require further advice, please ask to see the LA complaints procedure which, as stated, is kept in the office.