



## COMPLAINTS PROCEDURE

### **HOW TO COMPLAIN** .....

#### **Stage 1: Informal**

If you are unhappy about something which has occurred in the course of the school day please make an appointment to see the Headteacher. Every effort will be made to follow up your concerns. We hope you will be satisfied with the outcome of this. If you are not happy the stages below explain how to proceed with the complaint.

#### **Stage 2: The Formal Complaint**

To make a complaint formal it must be put in writing to the Headteacher.

The complaint will then be investigated fully and the outcome will be conveyed to you in a letter.

#### **Stage 3:**

If following the conclusion of Stage 2 you are dissatisfied with the result of the investigation stage 3 of this procedure can be invoked by forwarding the complaint in writing to the Chair of Governors.

Please address your letter to Mr W Hattersley c/o Abbott Community Primary School. He will follow up your complaint and respond.

#### **What now?**

The Governing Body feels that this procedure will deal with most complaints about the school and resolve differences of opinion amicably and efficiently. However it does not prevent you from pursuing other avenues of complaint.

If after taking the steps outlined above you are still dissatisfied you can contact the Local Authority. Please put your complaint in writing and send it to:

#### **Corporate Complaints Team**

Research and Performance

Manchester City Council

PO Box 532

Town Hall

Manchester M60 2LA

Tel: 0161 234 3012

Email: [csfeedback@manchester.gov.uk](mailto:csfeedback@manchester.gov.uk)