



Member of the Public Complaints Policy

Approved at Finance and Resources Committee: 6 May 2026
Reviewed and updated at SLT: 7 July 2026

Moor Park High School (the “School”) respects the right of members of the public to report any concerns they may have regarding the School’s provision of services. If a member of the public has a complaint, they can expect it to be treated by the School in accordance with this policy.

The School aims to:

- > deal with complaints promptly and impartially
- > carry out appropriate investigations
- > provide redress when necessary

All complaints will be treated confidentially. Anonymous complaints will not normally be investigated unless the School considers that the complaint warrants an investigation.

The School will make this policy available on its website. The School may make reasonable adjustments, if required, to enable complainants to access and complete this complaints procedure. This may include providing information in alternative formats or holding meetings in accessible locations.

There is a separate complaints policy for parents of current pupils at the School.

For ease of use, a template complaint form is included at the end of this policy. If you require help in completing the form, you can also ask third party organisations like the Citizens Advice to help you.

Information retention

The School will provide a copy of this policy and details of the number of formal complaints managed during the preceding academic year to anyone who requests it.

A written record will be kept of all complaints, the action taken and at what stage of the procedure they are resolved. The School will keep records of the following information:

- > date of the complaint
- > name of complainant
- > description of the complaint
- > records of the investigations and witness statements
- > names of staff handling the complaint at each stage
- > action taken as a result of the complaint
- > copies of all correspondence

Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State for Education or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access.

Complaints

The complainant must raise the complaint within 3 calendar months of the date of the incident or the last in a series of incidents. Only in exceptional circumstances will the School consider complaints made after this deadline.

A complaint is an expression of dissatisfaction, whether or not it is justified, and is likely to arise if a person believes that something has been done wrong or something that should have been done has not been done, or the School has not acted fairly.

A complaint may be made about the School as a whole or about an individual member of staff or governor. A complaint may be submitted on the complainant’s behalf if written consent is given.

A concern is an expression of worry or doubt over an issue considered to be important for which reassurances are sought. A concern is not a complaint. If a concern is raised, then the School will seek informal resolution.

What will be managed pursuant to this policy

This procedure covers complaints about any provision of facilities or services by the School other than complaints that are dealt with under other statutory procedures.

Timeline overview

The School will acknowledge complaints within 2 school days if received during term time and as soon as practicable during holiday periods. Complaints made outside of term time may be considered to have been received on the first school day after the holiday period, except where a data protection complaint is received outside of term time and the first school day will fall outside of the 30-calendar day timeframe in which to provide an acknowledgment.

The School will endeavour to resolve most complaints quickly and informally. The School will aim:

- > to complete the stage 1 of the procedure within 10 school days of receipt of the complaint and as soon as practicable during holiday periods
- > to complete stage 2 within a further 15 school days of receipt if the complaint is lodged during term time and as soon as practicable during holiday periods

If other organisations are investigating aspects of the complaint (for example, the police or local authority) this may impact on the School's ability to adhere to the timescales in this policy. In such cases, the School will confirm new timescales.

If legal proceedings are initiated the School may not process the complaint until the legal process is completed.

If a complainant wants to withdraw their complaint, they will be asked to confirm this in writing.

The Complaints Procedure

The complainant should inform the School of their complaint in full as early as possible; co-operate with staff investigating their complaint; and treat all staff with respect; and seek a resolution collaboratively.

Stage 1

In the first instance members of the public should raise their complaint to the Headteacher. This may be in person, by telephone, by letter or email. The complaint will be investigated and, in the majority of cases, will be resolved straightaway to the complainant's satisfaction.

If the complaint is against the Headteacher it should be made directly to the Clerk to the Governing Body to appoint a governor to investigate and resolve the complaint. This governor will not be the Chair of the Governing Body.

A written record of complaints and the date on which they were received will be made. Within 2 school days of the date of the complaint, the School will confirm via email or letter that the complaint is being dealt with.

Members of the public will normally be informed of the outcome of the complaint within 10 school days of receipt of the complaint. Otherwise, the School will explain within 10 school days if further time is required and will confirm the date by which the complaint will have been considered at Stage 1.

If the matter cannot be resolved, the School will advise the complainant that they can progress their complaint to Stage 2 of this policy.

Stage 2

If the complaint cannot be resolved at Stage 1, the complainant should put their complaint in writing to the Clerk to the Governing Body within 5 school days of receiving the outcome at Stage 1 stating the desired outcome and the grounds of appeal. The complainant may also be referred directly to this stage, if the Headteacher has decided the matter is unlikely to be resolved at stage 1.

The Chair of the Governing Body (or nominee) may discuss the matter with the complainant. Every attempt will be made to reach a resolution, but it may be necessary to carry out further investigations. Written records of all meetings and interviews held in relation to the complaint will be kept.

Once the Chair of the Governing Body (or nominee) is satisfied that, so far as is practicable, all of the relevant facts have been established and has reached a decision, the complainant will be informed of the decision in writing. The Chair of the Governing Body (or nominee) will give reasons for the decision and, where necessary, action to be taken to resolve the complaint.

The Chair of the Governing Body (or nominee) may:

- > dismiss the complaint in whole or in part;
- > uphold the complaint in whole or in part;
- > recommend changes to the Governing Body to ensure that similar issues do not recur.

If the complaint is against the Chair of the Governing Body, or the majority of the Governing Body, the complaint will be escalated to an independent investigator to be investigated. The independent investigator will call for a full report and for all the relevant documents. The independent investigator may discuss the matter further with the complainant.

Once the independent investigator is satisfied that, so far as is practicable, all of the relevant facts have been established and has reached a decision, the complainant will be informed of the decision in writing. The independent investigator will give reasons for their decision and, where necessary, action to be taken to resolve the complaint.

Serial or persistent complaints

The complaint will be viewed as serial or persistent if the complainant remains dissatisfied following Stage 2 and attempts to reopen the same or similar issues.

In the event of serial or persistent complaints, the Chair of the Governing Body will confirm in writing that all stages of the complaint's policy have been completed and that the matter is closed. Any further contact from the complainant regarding the complaint will be ignored by the School.

Unreasonable Complaints

Complainants should try to limit their communication with the School that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Any of the following actions may be taken if the Headteacher or Chair of the Governing Body considers that a complaint is unreasonable:

- > implementing a limited communications strategy
- > advising that a third-party act on the complainant's behalf
- > notifying the complainant that this policy will not be implemented and there will be no further response to their complaint

A complaint may be regarded as unreasonable if the complainant:

- > engages in behaviour which hinders the School's consideration of complaints because of the frequency or nature of the complainant's contact with the School
- > refuses to accept that certain issues are not within the scope of this policy
- > makes excessive demands on school time by either frequent, lengthy, complicated and/or stressful contact with staff regarding their complaint
- > refuses to co-operate with the investigation process while seeking for their complaint to be resolved
- > insists on the complaint being dealt with in ways which are incompatible with this policy or with good practice
- > introduces trivial or irrelevant information and expects it to be taken into account and commented on

- > raises large numbers of detailed but unimportant questions insisting they are fully answered to their own timescales
- > repeatedly makes the same complaint and refuses to accept previous findings despite responses concluding that the complaint is groundless or has been addressed
- > changes the basis of their complaint during investigations
- > seeks to replace or makes unjustified complaints about staff who are trying to deal with the complaint
- > seeks an unrealistic outcome

A complaint may also be considered unreasonable if the complainant displays the following behaviour:

- > uses abusive, offensive or discriminatory language
- > makes defamatory statements and/or makes statements known to be false
- > publishes, or threatens to publish, information including on social media, websites, or in newspapers
- > acts maliciously
- > acts aggressively, using threats, intimidation or violence

Where the complainant has displayed aggressive or abusive behaviour, the School may ask the complainant to leave the School premises, inform the police and bar the complainant from being on the School premises.

Complaint campaigns

A single response will be published on the website if the School becomes the focus of a campaign and receives large volumes of complaints from complainants unconnected with the school and all based on the same subject.

Department for Education

If following completion of Stage 2 the complainant wishes to take the complaint further, they may contact the Department for Education: [Contact the Department for Education - Contact type - GOV.UK](#)

The Department for Education will only consider complaints where there is evidence that the School:

- > does not have a complaints procedure
- > did not provide a copy of its complaints procedure when requested
- > does not have a procedure that complies with statutory regulations
- > has not followed its published complaints procedure
- > has not allowed its complaints procedure to be completed

If the Department for Education upholds a complaint it may:

- > ask the School to change its complaints procedure so it complies with legal requirements
- > ask the School to reconsider your complaint from an appropriate stage in the procedure
- > remind the School of its requirements to comply with its complaints policy
- > remind the School of its requirements to comply with the legislation and statutory guidance
- > monitor future exclusions at the School in relation to complaints about exclusions

The Department for Education will not overturn the decision taken by the School.

Review

The Governing Body will monitor the nature and frequency of formal complaints. This policy will be evaluated in the light of complaints made and their resolution to contribute to continuous improvement.

Moor Park High School – Complaint Form

Title: Mr/Mrs/ Ms/Dr/Other*
(*please supply)

Surname

Forename(s)

Landline number:

Address and Postcode:

Mobile number:

Email Address:

How would you prefer us to contact you?

Please give details of your complaint and how you have been affected:

What action, if any, have you already taken to try and resolve your complaint?

What actions do you feel might resolve the problem at this stage?

When did you first become aware of the problem?

If it is more than 3 months since you first became aware of the problem, please give a reason why you have not complained before.

Are you attaching any documents to this complaint? Yes/No

Signature of complainant:

Date:

Signature if you are making a complaint on behalf of someone else

Signature:

Date:

Please state your relationship with the complainant and why you are making a complaint on their behalf:

FOR SCHOOL USE ONLY:

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: