

This 3-step guide outlines how to get in touch with us and what to expect when you have concerns that need to be resolved:

### **Step 1: Getting In Touch**

For all your queries please contact us via [communication@manleypark.com](mailto:communication@manleypark.com)

When you send us an email please provide as much detail about the issue you would like to talk to us about as you can. This helps us to make sure we put you in touch with the best person to help you. They will contact you to arrange to talk at a time that suits you both.

The meeting is an opportunity for you to discuss the issues you want to raise, to let us know what you would like the outcome to be and to agree next steps. After the meeting we will send you a brief outline of our conversation and the action points that were agreed.

We expect that the majority of issues or questions that you have to be resolved by getting in touch with us in this way.

**How long will this take?:** We always try to respond to you as quickly as possible and to resolve your concerns within 10 working days.

### **Step 2: Making a Complaint**

If you have not been able to resolve the issue or query that you have through an informal conversation, the next stage is for you to contact the Headteacher or Business Manager in writing. You can do this by emailing them at [communication@manleypark.com](mailto:communication@manleypark.com) marking the email for their attention in the subject line.

You will need to set out your issue in detail when you email us. It also helps us if you can tell us what change you want to see or how you would like the matter to be resolved.

The Headteacher will decide who in the senior leadership team is best placed to help you to resolve your issue and they will be in touch with you to discuss the matter and to help resolve your concerns. Once you have met with a member of the senior leadership team they will send you a brief outline of the conversation and the action points that were agreed.

We expect that most issues that are escalated to a formal resolution will be resolved by the end of our conversation with you.

**How long will this take?:** We always try to respond to you as quickly as possible and to resolve your concerns within 10 working days.

### **Step 3: Making an Appeal**

If we have not been able to resolve your concerns through Step 2 then you have 5 working days to write to us and let us know that you want to pursue the matter and take your complaint to the Complaints Appeal Panel. This is a formal process where you will need to detail the reasons why you believe your complaint has not been resolved satisfactorily through previous communication. You will also need to state how you would like the matter to be resolved.

You can find our full complaints policy and procedure at:

<https://static1.squarespace.com/static/5d891cb03db677155def7b86/t/5f8013005df73348407351f2/1602228996034/Complaints+Policy+-+June+2020.pdf>

**How long will this take?:** This is a formal process which is lead by the Clerk of the Complaints Appeal Panel. The Complaints Appeal Panel is normally convened within 20 working days after receiving the appeal and the Complaints Appeal Panel's findings are concluded within 10 working days of the hearing.

Step 3 concludes the complaints procedure at school. Our Complaints Policy gives further information on what to do if you feel that your complaint was not handled in accordance with the published complaints policy.