

Schools Department



MERTHYR TYDFIL
County Borough Council

Cyngor Bwrdeistref Sirol
MERTHYR TUDFUL

How to make a complaint about a school



Mae'r ddogfen hon hefyd ar gael yn Gymraeg.

This document is also available in Welsh.

A short guide for parents and carers

We want to ensure concerns are dealt with fairly, quickly, and - where possible - informally. Most issues can be resolved by speaking directly with the school, but if your concern remains unresolved, you can follow the steps below.

1. Start by raising your concern with the school (Stage A)

- Speak to your child's class teacher, form tutor, or another appropriate member of staff.
- Raise your concern **as soon as possible**, ideally within **10 school days** of the issue.
- The school will normally respond within **10 school days** or agree a revised timescale with you.

2. If you are not satisfied with the response (Stage B)

- You may make a **formal complaint in writing to the Headteacher**.
- You should aim to do this **within 5 school days** of receiving the school's response.
- **Please use the complaints form included in your school's Complaints Policy**, available on the school website.
- The school will meet with you (where needed), investigate the complaint, and provide a written outcome within **10 school days** of completing the investigation.

If your complaint is about the Headteacher:

- Send your complaint to the **Chair of Governors via: Governor.support@merthyr.gov.uk**
The Governor Support Team will forward your concerns on your behalf.

3. If you still feel the matter has not been resolved (Stage C)

- You may ask the **Governing Body's Complaints Committee** to review your complaint.
- Write to the **Clerk of the Governing Body** within **5 school days** of receiving the Stage B outcome.
- A meeting will normally take place within **15 school days**.
- A written decision will be provided within **10 school days** of the meeting.
- This is the final stage of the school's internal complaints process.

4. Finding your school's full Complaints Policy

Each school has its own detailed Complaints Policy, which includes the **official complaints form** required at Stage B. You can normally find the policy on your child's school website under:

- *Policies*
- *Parent Information*
- *Statutory Documents*

If you cannot locate it, the school office can provide a copy.

What you cannot use this complaints process for:

The following matters follow separate procedures and **cannot** be dealt with through the school's complaints process:

- Staff capability

- Staff grievances
- Staff disciplinary processes
- Safeguarding concerns
- School admissions or exclusions
- Additional Learning Needs (ALN) provision
- School organisation proposals
- Curriculum matters relating to Religion, Values and Ethics

The school will signpost you to the correct process if needed.

Helpful tips

- Be clear about what happened and what outcome you are seeking.
- Keep copies of all correspondence and records of any meetings.
- You may bring someone with you for support at any stage.
- Pupils raising concerns will be supported and treated sensitively.

Need more help?

If you require guidance about the complaints process or how to contact the Chair of Governors, please contact: Governor.support@merthyr.gov.uk or telephone (01685) 725000 and request to be transferred to the Governor Support Team. We are here to support you.