



Great Moor Junior School

“Learning Together”

Respect, Kindness, Tolerance, Responsibility, Co-operation

July 2026

Fun Club

Complaints Procedure

Who can make a complaint?

This complaints procedure is limited to parents or carers of children that are registered at Fun Club.

How to raise a concern or make a complaint

Stage 1 - Concerns should be raised in the first instance in person with the Fun Club Managers Nicola Mason/Amy Bennett

If the complaint is about either of the managers the complaint should be raised with Headteacher Kate Bushaway in writing via email headteacher@greatmoor-jun.stockport.sch.uk

Stage 2 - If you remain dissatisfied with the response at Stage 1, you should put your complaint in writing and email the Headteacher at headteacher@greatmoor-jun.stockport.sch.uk The Headteacher will investigate the complaint and will either invite parents in for a meeting or will provide a written response within ten school days of receipt of the complaint.

Stage 3 - If you remain dissatisfied with the response at Stage 2, you can request the matter be progressed to the next stage and put your complaint in writing to the Chair of Governors and hand in to the School Office. The Chair of Governors will investigate the complaint, which may (if appropriate) include a face to face meeting with the parents.

At the conclusion of the investigation, the chairperson will provide a formal written response within fifteen school days of the date of receipt of the complaint. The response will outline the decisions of the chairperson, any actions that have, or will

be taken as a result of the complaint, and any recommendations to the school or Governing Body.

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period. If a complaint is received within 10 school days before a school holiday, the school will endeavour to respond before the commencement of the holiday. If this is not possible the school will advise the complainant of the revised date of the response.

Resolving complaints

At each stage in the procedure we want to work with you to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an acknowledgement that the situation could have been handled differently
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again, and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.