How to Make a Complaint

A quick guide for parents, guardians and members of our community

We want to resolve concerns fairly, respectfully and as quickly as possible.

1. Start informally where appropriate

Please raise the concern with the teacher, member of staff, activity organiser or other person responsible. Many issues can be resolved quickly through discussion or clarification.

2. Make a formal complaint

If the matter is serious, informal resolution is not appropriate, or you remain dissatisfied, email:

enquiries@czechschoolmanchester.org

Please include, where possible:

- your name and contact details;
- what happened and when;
- who was involved;
- what you have already done to try to resolve the issue;
- any relevant documents or information; and
- what you would like us to do to resolve the matter.

What happens next?

Stage	What we do	Usual timescale
Formal complaint	Acknowledge your complaint and arrange an appropriate investigation.	Acknowledgement within 5 working days
Written outcome	Explain the investigation, conclusion and any action to be taken.	Aim: within 20 working days of acknowledgement
Trustee review	If you remain dissatisfied, you may request a review by the charity trustees.	Request within 15 working days; aim to respond within 20 working days

Safeguarding concerns

Safeguarding concerns take priority. If a complaint suggests that a child may be at risk of harm, it will be handled under CSCM's Safeguarding and Child Protection Policy and may be referred to the appropriate safeguarding authority.

Privacy and fairness

Complaints are handled with appropriate confidentiality and information is shared on a need-to-know basis. The person complained about will normally have an appropriate opportunity to respond. Anonymous complaints may be considered, but anonymity can limit our ability to investigate.

Full procedure: Please see the Czech School & Community Manchester Complaints Policy.