



North
Tyneside
Council



MAEPS – Moorbridge Alternative Education Partnership School

Complaints Policy

2024/2025

Document Information	
Version Number	10
Policy Operational Date	March 2025
Responsible Manager	Karen Croskery
Date Approved by Management Committee/Governing Body	March 2025
Signed	Joyce McCarty
Policy Review Date	September 2025
To be ratified by Management Committee March 2025	



If you have a comment, concern or complaint

We would like you to tell us about it.

We welcome suggestions for improving our work in the school.

Be assured that no matter what you want to tell us, our support and respect for you and your child in the PRU will not be affected in any way.

Please tell us your concern as soon as possible. It is difficult for us to investigate properly an incident that happened some time ago.

What to do first

Most concerns and complaints can be sorted out quickly by speaking to your child's Guidance Manager or Key Teacher or Pathway Way Lead – see contact details below.

All staff will make every effort to resolve your problem informally.

They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like to do to put things right.

Of course, this does not mean that in every case they will come around to your point of view but it will help both you and the Pupil Referral Unit to understand both sides to the question. It may also help to prevent a similar problem arising again.

Site	SLT Staff Member	Email address
Shiremoor Site	Tony Smith	Tony.smith@moorbridge.org
Oswin Terrace	Sarah Wilkinson	Sarah.wilkinson@moorbridge.org
Blanchland/The Bungalow	Dominique Elliott	Dominique.elliott@moorbridge.org

What to do next

If you are dissatisfied with the response you can write to or arrange to see the Headteacher – Karen Croskery who will investigate and respond within the agreed timescales.

Headteacher:
Mrs Karen Croskery
Moorbridge PRU
Earsdon Road
Shiremoor
NE27 0HJ

Email: karen.croskery@moorbridge.org

Still not satisfied?

If you believe your complaint is still unresolved or is about the Headteacher, you should write giving details of your concerns to the

Chair of the Management Committee/Governors
Private and Confidential
Joyce McCarty
c/o Moorbridge PRU
Earsdon Road
Shiremoor
NE27 0HJ

Email : Joyce.mccarty@moorbridge.org

At this stage you may also find it helpful to have a copy of the full statement of the Complaints Policy as this explains in detail what procedures are followed. This is available upon request.

The Chair of the Management Committee/Governors will convene a Complaints Panel and the complaint will then be heard by a group of three members of the Management Committee/Governors who have no previous knowledge of the problem and so will be able to give it a fresh assessment.

You will be invited to attend and to speak to the panel at a meeting.

The Complaints Procedure explains how these meetings operate.

Further action

Complaints about school problems are almost always settled within schools but, in exceptional cases, it may be possible to refer the problem to an outside body such as the Local Authority or the Secretary of State for Education and Skills. Again, there is more information on this in the Complaints Policy document.

