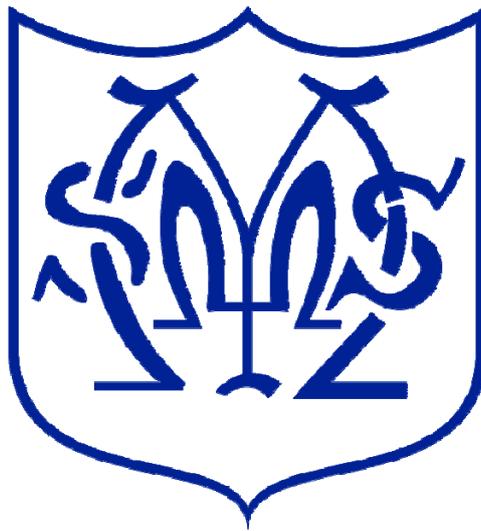


St Mary and St Michael Catholic Primary School

Complaints Procedures



*“Learning together hand in hand with our friend
Jesus.”*

School Complaints Procedure

At St Mary and St Michael Catholic Primary School, we value the good relationships which have built up over the years between parents and the school. We recognise the important contributions made by parents in many areas of school life.

We are committed to achieving a positive and caring atmosphere in school where understanding and mutual respect are fostered. We therefore rely on parents to work in partnership with us and to support us in achieving the highest standards.

Parents are encouraged to keep regular contact with the school to discuss their child's progress and to participate actively in our school community. Talking to the school about any concerns at an early stage will often allow a problem to be solved quickly. It may take longer and create further problems if proper contact is not made as soon as possible.

The majority of issues raised by parents, the community or pupils are concerns rather than complaints. St Mary and St Michael Catholic Primary School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure.

The prime aim of St Mary and St Michael Catholic Primary School's policy is to resolve the concern or complaint fairly and openly through open dialogue and mutual understanding. Complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

To ensure the objectives of the complaints policy are met, the procedure laid out below should be followed:

The complaints procedure has four main stages as follows:

- **Stage 1** – Preliminary Stage – Talk to the teacher.
- **Stage 2** – Informal Stage – Meet the Phase Leader, Deputy Headteacher or the Headteacher.
- **Stage 3** – Formal Complaints
- **Stage 4** – Reference to the Governors

Stage 1 – Preliminary Stage – Talk to the teacher. Most potential complaints can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. Often this concern will be raised with the class teacher. On some occasions, the concern raised will require investigation or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be dealt with in this way. However, if you are not satisfied with the result at stage 1, please contact the school within 10 working days to make an appointment with the Phase Leader, Deputy Headteacher or Headteacher so that sufficient time can be given to the discussion.

Stage 2 – Informal Stage – Meet the Phase Leader, Deputy Headteacher or Headteacher. If you feel that the concern has not been addressed or the matter resolved, you should arrange to meet with the Phase Leader, Deputy Headteacher or Headteacher. This should only happen if stage 1 has been completed or if the issue is particularly serious or urgent. Further investigation will take place where necessary and we will endeavour to resolve the matter through discussion in school and to inform you of the resolution. Most complaints can be resolved at this stage through discussion and action determined mutually between the Headteacher, parents and carers, pupils and staff.

Stage 3 – Formal Complaints - Any unresolved concern from the informal stages, or a complaint which needs investigation, or a more serious dissatisfaction with some aspect of the school's policies, procedures, management or administration should be set out in writing with full details for the attention of the Headteacher. Should a formal complaint be received by another member of staff, it will be passed immediately to the Headteacher.

Acknowledgement: Your complaint will be acknowledged by a telephone call or in writing within 3 working days, and as soon as is practicable during the holidays. The acknowledgement will indicate the action being taken and the likely timescale for a resolution. **Investigation and resolution:** The Headteacher will deal with the matter personally and/or may involve a senior member of staff to act as 'investigator'. The investigator may request additional information from you and will probably wish to speak to you personally and to others who have knowledge of the circumstances. Following the investigation, the Headteacher will then notify you in writing of the decision and the reasons for it.

Outcome: The Headteacher will inform the complainant of the outcome of the investigation and the resolution within 20 working days from receipt of the complaint. Where a complaint is received during a school break, or close to the end of term, the Headteacher will endeavour to expedite the process if possible.

Record of Complaints: The Headteacher and Deputy Headteachers are responsible for keeping a log of all complaints received by or referred to them at this stage of the procedure. Written records should also be kept of any meetings and interviews held in relation to the complaint.

Stage 4 – Reference to the Chair of Governors.- If you are dissatisfied with the decision of the Headteacher under stage 3, your complaint may be reviewed by writing to the Chair of the Governing Board. You should write to the Chair within 5 working days of receiving the decision. Your letter to the Chair should provide full details of your complaint (see details in appendix 1) and include all the relevant documentation. You may use the attached form (appendix 1) if you prefer. The Chair will acknowledge your letter within 5 working days of receipt, indicating the action that is being taken and the likely timescale.

Action by the Chair: The Chair will arrange for your complaint to be investigated. When the Chair is satisfied that he/she has established all the facts, he/she will notify you in writing of his/her decision and the reasons for it. He/she will aim to provide a response within 15 working days of receiving your letter, but will inform the complainant if this timescale will need to be increased. If you are not happy with the

Chair's decision, you may ask for the complaint to be referred to the Review Panel by writing to the Clerk of the Governing Body.

Reference to the Review Panel: If you are not satisfied with the result, you may ask to refer your complaint to this stage. Please note your request will only be considered if you have completed the relevant procedures at Stages 3 and 4. The review will be undertaken by a panel of at least 3 members appointed on behalf of the Governing Board and selected by the Clerk of the Governing Board. The panel members will have no detailed previous knowledge of the case and will not include the Chair of Governors. The meeting will normally take place within 15 working days of your request.

You will have the opportunity to submit written evidence about the complaint prior to the meeting of the panel and to attend part of the meeting. Copies of any documents you wish the panel to consider should be sent to the Clerk of the Governing Board at least 5 working days before the hearing. The Headteacher will be given the same opportunity.

The Complaints Review Panel: Before the meeting members of the panel should consider carefully any documentation from the Headteacher or the complainant but should not discuss the matter with anyone, including other members of the panel before the meeting. Every complainant should feel that their complaint has been taken very seriously and examined impartially. Everyone needs to remember that the aim of the meeting is to resolve the complaint and find ways of going forward together.

The panel may:

- dismiss the complaint in whole or in part
- uphold the complaint in whole or in part
- decide on appropriate action to be taken to resolve the complaint
- recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

The decision of the panel is final. If you are still not satisfied you may wish to put your complaint to the Department for Education. You should enclose a copy of all correspondence you have had with the school and Governing Board regarding your complaint.

Date: 30th November 2016
Signature:

Next Review Date: November 2019



St Mary and St Michael Catholic Primary School

Stage 4 Formal Complaint Form

We are sorry that you feel that you have a complaint that has not been able to resolved.

Please complete this form and return it to the school who will forward to the Chair of Governors. The Chair will acknowledge receipt and inform you of the next stage in the procedure

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Telephone number:

What concern do you wish to raise? Please give concise details of your complaint: (including dates, names, witnesses etc, to allow the matter to be fully investigated). You may continue on a separate paper, or attach additional paperwork, if you wish.

Have you spoken to the class teacher?

YES

NO

When did you do this?	Date:	
What happened when you spoke to the class teacher?		
Have you spoken to the Phase Leader, Deputy/Headteacher?	YES	NO
When did you do this?	Date:	
What happened when you spoke to the Phase Leader, Deputy/Headteacher?		
What would you like us to do to put things right? What actions do you feel might resolve the problem at this stage?		
Signed:	Date:	