

St Thomas of Canterbury Catholic Primary School

'To Love and To Serve'



Complaints Policy

Review Date: April 2022

St Thomas of Canterbury Catholic Primary School

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Complaints Policy

1 Introduction

- 1.1 We strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.
- 1.2 If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.
- 1.3 We deal with all complaints in accordance with procedures recommended by the LEA.

2 Aims

- 2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases we put the interests of the child above all else. We aim to provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3 The complaints process

- 3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- 3.2 Where parents feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the headteacher. The headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3 Should any parents have a complaint about the headteacher, they should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the school, but if parents are unhappy with the outcome, they can make a formal complaint, as outlined below.

- 3.4** Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent should send this written complaint to the chair of governors.
- 3.5** The governing body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.
- 3.6** After hearing all the evidence, the governors will consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 3.7** If the complaint is not resolved, a parent may make representation to the Local Authority..
- 3.8** If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

4 Monitoring and review

- 4.1** The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school, and records how they were resolved. Governors examine this log on an annual basis.
- 4.2** Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is available to all parents, so that they can be properly informed about the complaints process. It is held in the school office and is available on request.
- 4.3** This policy is reviewed every four years, or before if necessary.

Date: April 2018



**ST THOMAS OF CANTERBURY CATHOLIC PRIMARY SCHOOL
COMPLAINT FORM**

Please complete this form and return it to the Headteacher who will acknowledge its receipt and inform you of the next stage in the procedure.

Your Name:

Relationship with school (e.g. parent of a pupil on the school's roll)

Pupil's Name (if relevant to your complaint)

Your Address:

Telephone No:

Mobile No:

Please give concise details of your complaint, including dates, names of witnesses etc to allow the matter to be fully investigated.

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You may continued on a separate sheet of paper or attach additional paperwork. Please state number of additional pages attached.

What action, if any, have you already taken to try to resolve your complaint? (For instance, who have you spoken with or written to and what was the outcome?)

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What actions do you feel might resolve the problem at this stage?

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Signature.....Date.....

For School use only:	
Date form received:	Received by
Date acknowledgement sent:Sent by

Complaint referred to	
Date:	