



ST LOUIS CATHOLIC PRIMARY SCHOOL

Complaints Policy 2016

Introduction

This document sets out the school's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the school or the education provided, please discuss the matter with your child's class teacher or Assistant Head in your child's Key Stage at the earliest opportunity. The school considers any concerns very seriously and most problems can be resolved at this stage.

Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, decisions about your child's special educational needs or grievances by school staff. These are the subject of separate complaints procedures.

All other complaints are handled by the school according to the arrangements set out below.

Aims and Objectives

The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

Framework of Principles

- be easily accessible and publicised
- be simple to use and understand
- be impartial
- be non-adversarial
- allow swift handling with established time-limits for action and keeping people informed of the progress
- ensure a full and fair investigation by an independent person where necessary
- respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation)
- address all points of issue, providing an effective response and appropriate redress, where necessary
- provide information to the school's Senior Leadership Team so that services can be improved.

Complaints Procedure

Stage 1 - Informal

If you feel that a concern has not been addressed through informal discussion with the class teacher then other members of staff are available to meet with you, in the first instance the relevant Key Stage Leader. Our aim is to resolve your complaint at the earliest opportunity. However, if you wish to have the matter formally investigated by an appropriate person from the school, please complete a complaint form (Appendix 1). If you would like help completing the form, the school will be happy to provide the assistance of someone unconnected with the complaint.

If the matter is about:

- the day-to-day running of the school
- the interpretation of school policies
- the actions or inactions of staff at the school

it will be investigated by the Head Teacher or a senior member of staff nominated by the Head Teacher.

If the matter is about:

- school policies as determined by the governing body
- the actions or inactions of the governing body
- the Head Teacher

then, it will be investigated by the Chair of Governors or a governor nominated by the Chair.

The person carrying out the investigation will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 15 working days of receiving the complaint form.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, but you are not entitled to know which procedure or the final outcome.

Stage 2 - Formal

If you are not satisfied with the result from Stage 1, you may choose to refer your complaint to Stage 2 of the procedure. This must be done in writing to the school within 15 working days of the completion of Stage 1.

At this Stage, the complaint will be considered by either the Chair or nominated governor, or a panel of 3 governors depending on who carried out the investigation in Stage 1: -

- A. If Stage 1 was investigated by the Head Teacher or a senior member of staff nominated by the Head Teacher, the Chair or nominated governor will consider the manner in which the complaint was addressed and decide whether it has been properly dealt with. The general principle is that the school should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the school's procedure. If they have any concerns, they may ask the Head Teacher to re-open the investigation. The complainant will be kept informed of any delay.

If the complainant is not satisfied after the Chair or nominated governor has completed their review, a panel of 3 governors will meet to consider the complaint and make a final decision about it on behalf of the governing body.

- B. When Stage 1 has been investigated by the Chair or nominated governor, Stage 2 will be carried out by a panel of 3 governors, who will meet to consider the complaint and make a final decision about it on behalf of the governing body.

In either A or B, the panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 working days of your request.

You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if you wish, to put your case. The Head Teacher will be given the same opportunities. The panel will write to you with its conclusion within five working days of the meeting.

The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education.

Monitoring and Review

The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head Teacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on a regular basis (not being less than one year) and consider the need for any changes to the procedure.

Availability

A copy of this procedure is available to all parents on request and is also available for download from the school website.

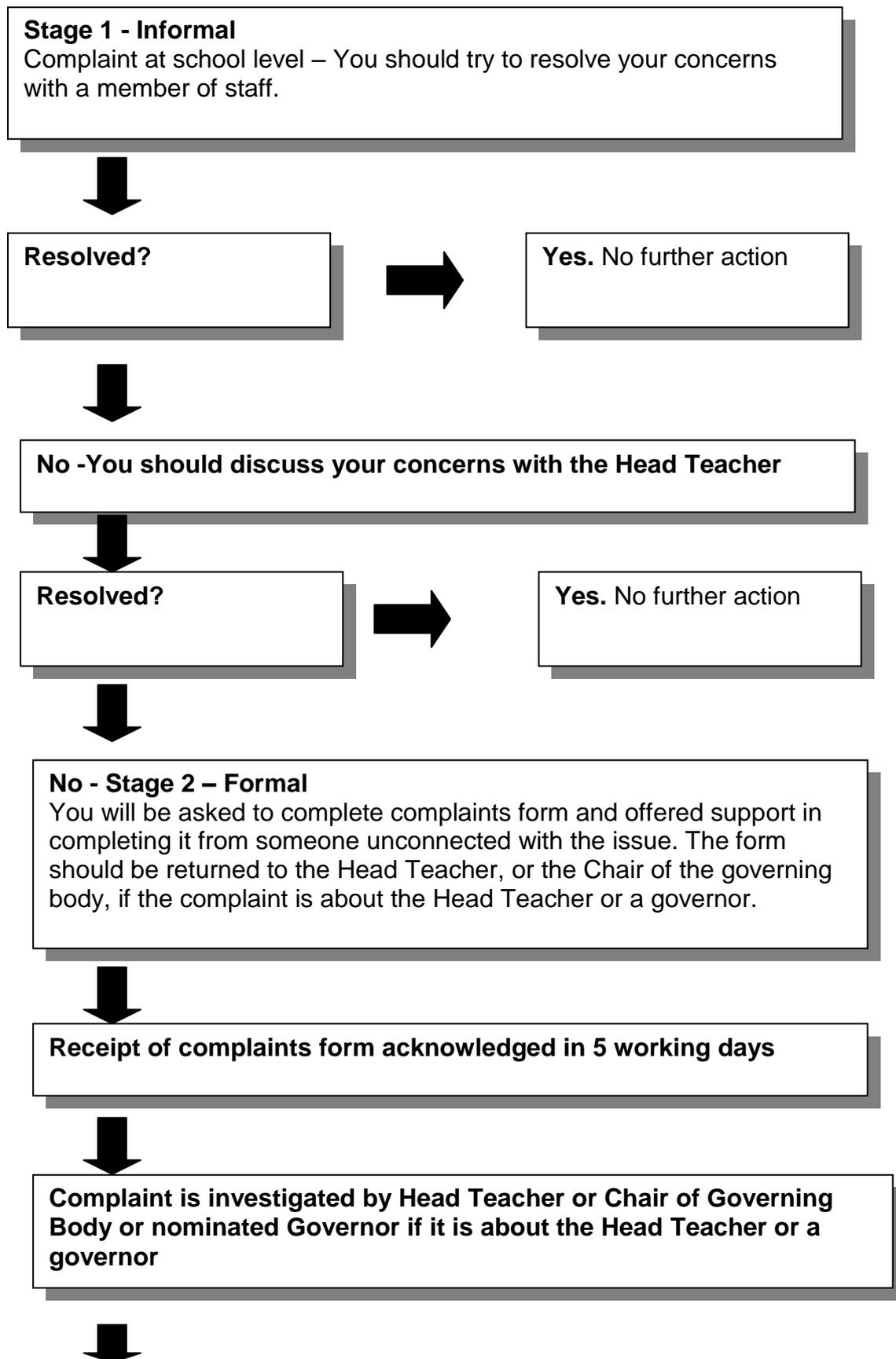
Date: Nov 2016

To be reviewed: Nov 2018

Chair of Governors, Mrs B Bromley

Flowchart Summary*

* Please refer to our policy for more detailed information.





You will be informed of the outcome of the investigation within 15 working days of receiving the complaint.



Resolved?



Yes. No further action



No - If you wish to take your complaint to Stage 3 of the procedure you will be asked to confirm this in writing within 15 work days of the completion of Stage 2.



Governor Complaints Panel meets to consider your complaint with 15 working days. You will be asked to submit written evidence in advance and attend the panel meeting to explain the nature of your complaint



Panel will make a final decision on behalf of the Governing Body and writes to you within 5 working days



Resolved?



Yes. No further action



No - You can write to the Secretary of State of Education and Skills if you feel the school has acted unreasonably or not followed the correct procedures.