



ST.PETER'S R.C. PRIMARY SCHOOL



# Complaints Policy

## Mission Statement



St. Peter's Catholic School Mission is that pupils, parents staff, governors and parish build together a learning community which develops love, concern for each other and forgiveness, by living out the Gospel.

This means our school will be a place which:

☺ *To foster knowledge and understanding of the Gospel values and growing in God's love.*

☺ *To ensure we care for and respect others, develop an understanding of the world and contribute to society as responsible citizens.*

☺ *To promote independence and excellence.*

☺ *To encourage us to use our gifts and talents for self-fulfilment and the good of all.*

☺ *To appreciate that we are all uniquely created and loved by God.*

☺ *To put our trust in God through prayer.*

## **Introduction**

We believe that our school provides a good education for all our children, and that the Headteacher and other 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. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.

We deal with all complaints in accordance with procedures set out by the Governors and LA.

## **Aims and Objectives**

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 and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## **The Complaints Process**

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. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Where a parent feels 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 at this stage.

Should it not be resolved to the parent's satisfaction or the parent has a complaint about the Headteacher, s/he should make an approach to the Chair who will arrange for it to be investigated as appropriate. The Chair will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

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.

The governing body must consider all written complaints within three weeks of receipt. It arranges a meeting with representative governors to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the governors 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.

The Local Authority has no statutory power to intervene in issues beyond giving advice or making recommendations. There is no right of appeal to the Director of Education or to Members of the Council. If any parent is still not content that the complaint has been dealt with properly, then they are entitled to appeal to the Secretary of State for Education.

### **The Local Authority**

Certain specific complaints are handled differently.

If your child is refused admission to the school you have a statutory right to appeal to an independent appeals panel.

If your child has Special Educational Needs (SEN) and you have a complaint about her/his SEN provision, the school will be able to give you details of the Local Authority's dispute resolution arrangements, the Parent Partnership service and the SEN Tribunal for disputes about a Statement of Special Educational Need.

### **Monitoring and Review**

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.

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 made available to all parents, so that they can be properly informed about the complaints process.