



# Saint Peter's Catholic Primary School

## Mission Statement

To provide a	Catholic Education, embracing world faiths,
Nurturing	Happy and motivated children
Who want to	Reach to achieve high expectations
	In partnership with parents
	Supported by a committed staff and Governing Body
Who help children	To feel self-worth and know success

## COMPLAINTS PROCEDURE

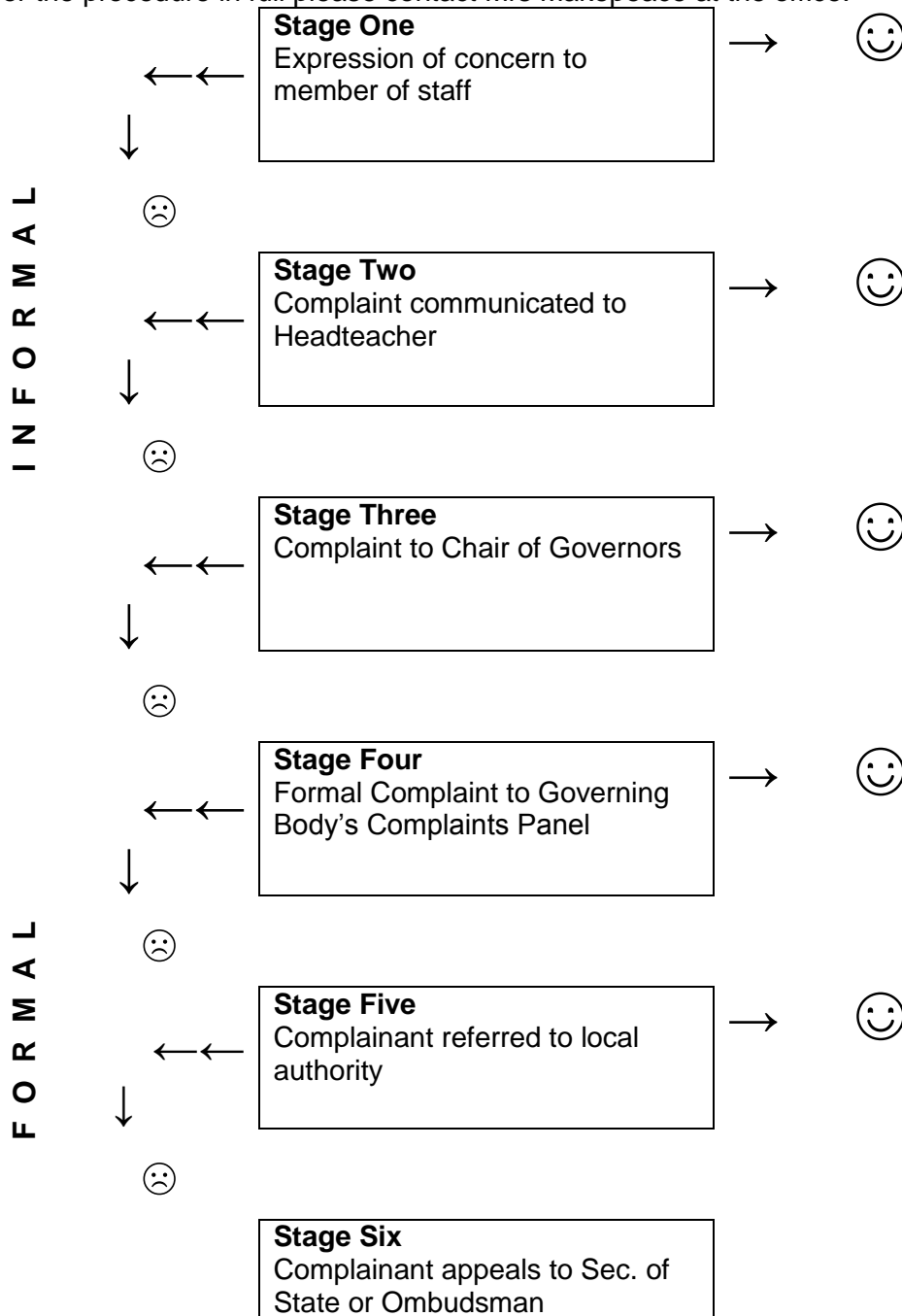
Approving Committee: Full Governing Body  
Approved /Adopted Date: Summer 15  
Signed:  
Name:  
Next Review Date: Summer 2018

Meeting Minutes of: 22/06/15  
(Chair of approving/adopting committee)

# COMPLAINTS PROCEDURE

## OVERVIEW OF THE PROCEDURE

If parents feel they need to make a complaint, the first point of contact is the class teacher. Most complaints are dealt with informally and resolved. The flow chart shows the different stages through which a complaint may pass. For the procedure in full please contact Mrs Makepeace at the office.



☹️ = unresolved; 😊 = resolved

## **COMPLAINTS PROCEDURE – THE DETAIL**

### **Principles**

1. St Peter's is clear about the difference between a concern and a complaint. The School recognises that taking informal concerns seriously at the earliest stage, and promptly, will reduce the numbers that develop into formal complaints.
2. Concerns ought to be handled, if at all possible, without the need for formal procedures. However, on occasions this may not be possible and this procedure tries to spell out clearly what steps to take.
3. It is recognised that complaints can be a source of ideas for service improvement. On the other hand, resurrecting issues that have previously been satisfactorily addressed can result in administrative burdens for the School. If the complainant's child ceases to be a pupil at the School, their complaint cannot be taken to the next stage in this procedure without written permission of the Chair of Governors.

### **Overview**

4. The flowchart shows each stage of the procedure. A fuller explanation is set out below. Timescales in this document are specified in terms of "school days". This is because it may be difficult to organise response during holidays. Hence "school day" means any day the school is open to pupils.

### **Stage One**

5. Where you have a concern regarding the School, you should raise the issue with the relevant teacher as soon as possible, preferably within 1 school day. If the matter relates to your child, the issue should normally be raised with your child's class teacher. This is so even if the matter of concern might be perceived as a complaint about their actions.

### **Stage Two**

6. If the issue is not resolved, speak with, or write to, the Headteacher. Please do so as soon as possible, preferably within a week of raising the issue at Stage One. It would help if you put your concern in writing at this stage, to clarify your position, but this is not essential.
7. The Headteacher will respond to your issue in writing, normally within 5 school days of your discussion with (or letter to) her. This response will set out the School's position on your concern. There are two main types of response - depending on whether or not the issue needs reviewing in the future. If it does not, the letter will set out your right to appeal to Stage Three and the time limit for doing so and will enclose a complaint form. If the response is one where a review of the position is helpful, the letter will set out a specific date by which that review will take place. When the review takes place the Headteacher will write to you again indicating the School's position in the light of that review and setting out your appeal rights under this procedure, and enclosing a complaints form.
8. Sometimes it can feel uncomfortable putting issues to the Headteacher as she is, after all, responsible for the whole School. Nevertheless, it is recommended that this stage is still undertaken as it can provide the opportunity to resolve the issue at this relatively informal stage.
9. Any appeal to Stage Three must be on the complaints form addressed to the Headteacher and delivered to the School within 11 school days of the date of the Headteacher's Stage Two letter.

### **Stage Three**

10. If you remain dissatisfied with the resolution of the issue you can appeal to Stage Three, which is a round the table meeting between you, the Headteacher and the Chair of Governors (or other nominated

governor for this purpose). We ask you to record your issue on the complaints form as this clarifies exactly what part of the issue remains a problem and what you see to be the solution. A copy of the complaints form is at ANNEX 1 to this procedure document.

11. Upon receipt of the Stage Three Complaint Form, the Headteacher will pass a copy to the relevant governor and arrange a meeting at a mutually convenient time. We will try to arrange the meeting to take place within 10 school days of receiving your complaint form.
12. The meeting is designed to be an informal discussion about the issue to see if it can be resolved. This means that you will have the opportunity to explain your view but will also be expected to see the position from the School's viewpoint.
13. Within 5 school days after the meeting the Headteacher will write to you and the governor indicating how the issue has been resolved by the meeting. It will set out the rights of appeal namely that if you wish to appeal to Stage Four, you must write to the Headteacher within 11 school days of the date of the Stage Three letter, setting out what aspects of the complaint you wish to appeal about.

#### **Stage Four**

14. Upon receipt of your appeal to this stage, the Headteacher will arrange for the Governors' Complaints Panel to convene to consider your complaint. This will normally be undertaken by the Governing Body's Clerk. Such meetings can take a while to bring together but it is the School's aim that this meeting should take place within 20 school days of the school receiving your appeal.
15. The governor who acted in Stage Three will not be on the Complaints Panel.
16. At the meeting, you will be given an opportunity to state your concerns regarding the complaint and bring any relevant witnesses. The Headteacher will normally put the School's position. The Panel may ask questions of anyone present. It will normally go into private discussion to decide the issue. You will be notified of the Panel's decision and the reasons, in writing within 5 school days of the meeting. This letter will also set out your rights of appeal to Stage Five and any relevant time limits for that step.

#### **Stage Five**

17. This is an appeal to the County Council and it provides the details for the procedure this stage. If you are still dissatisfied, you may be able to appeal to the Secretary of State (Stage Six).

#### **Stage Six**

18. This is an appeal to the Secretary of State and (s)he provides the details for the procedure at this stage.

This policy was approved by the governing body in June 2015 and will be reviewed in Autumn 2018

Signed Jim Connolly (governor)      Date 26<sup>th</sup> June 2015

**St. Peter's Catholic Primary School  
Complaint Form**

**Please complete and return to the Headteacher.**

**Your name:**

**Pupil's name:**

**Your relationship to the pupil:**

**Address:**

**Postcode:**

**Daytime telephone number:**

**Evening telephone number:**

**Please give details of your complaint.**

**What action, if any, have you already taken to try and resolve your complaint?  
(Who did you speak to and what was the response)?**

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

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**