



St Charles Catholic Primary School Complaints Procedure

This Policy was adopted by The Governing Body of St Charles Catholic Primary School on:

Date: May 2018

Signed by: JM Rodden

It will be reviewed in: 2 years

Mission Statement

*"Let all that you do be done in Love.
Love is made possible with respect."* St Charles Borromeo

At St Charles' we pray, love and learn together as one school family, with Christ at our centre. We create and experience joy every day in our home, our school and our parish.

Vision

Children will leave St. Charles':

- With a love for learning.
- With Christ in their hearts.
- With outstanding manners.
- Showing care and respect for all.
- Having achieved their best.
- With a sense of pride and confidence.
- With a deep sense of responsibility.
- With life-long skills to enhance their future.

Values:

Everyone at St. Charles' will be:

- Compassionate
- Aspirational
- Determined
- Enthusiastic
- Humble
- Friendly
- Trustworthy

The Complaints Co-ordinator at the school is: Ruth Elmore

Telephone Number: 01530 270572

Email address: relmore@st-charles.leics.sch.uk

1. General Principles

St Charles Catholic Primary is committed to providing the very highest standards of education and support and places great value on its strong partnership with parents. We recognize that from time to time concerns or complaints may arise and it is our aim to work with all parties involved towards a satisfactory resolution.

The aim of this procedure is to enable those involved to reach a resolution of their concerns by providing a transparent and easily understood process for handling complaints. We will do this by:

- Attempting to resolve concerns through informal discussions at the earliest stage
- Providing named contacts and a timescale for a response to be made by the academy
- Focusing on resolving complaints rather than apportioning blame
- Promoting confidentiality and discretion
- Being forthright in dealing with vexatious, abusive and malicious complaints

All complaints, regardless of the subject matter, will first of all be reviewed by the Complaints Co-ordinator to ensure that the appropriate staff in the school are notified. If after reviewing the nature of your complaint it is decided that an alternative statutory procedure applies then we will inform you. Examples of such complaints include those relating to exclusions or admissions.

2. How to report a complaint

Stage 1 - Informal concerns or complaints

Concerns or complaints should initially be discussed informally with the relevant member of staff, for example the subject teacher or form tutor with a view to resolving the issue. There is no need at this stage for the complaint to be made in writing, however the member of staff will make a note of any agreed actions using the form at Annex A and this will be retained as a record.

If the complaint has already been discussed with the member of staff, or that would be inappropriate, a senior manager (this could be the Headteacher or another senior manager) will discuss the complaint again with you with a view to seeking to resolve the matter informally.

We would expect the vast majority of concerns or complaints to be resolved at this early stage.

In the unusual event that your complaint remains unresolved after discussions with the appropriate member of staff then you may put your complaint in writing and this will be handled under Stage 2.

Stage 2 - Formal Complaint Investigation

If your complaint cannot be resolved informally then you will be given the opportunity to put it formally in writing using the form at Annex B. You will need to send this to the Complaints Co-ordinator named on the front page of this document **within 10 school days** of the conclusion of Stage 1.

We will then appoint an appropriate person to investigate your complaint further (The Investigating Officer) who will:

- Acknowledge your complaint **within 5 school days**.
- Investigate the complaint and then decide how best to resolve it within a further **10 school days**.
- Provide a written response to you outlining how the investigation was conducted and the outcome of the complaint, as well as offering you an opportunity to discuss the outcome if appropriate. This will normally be **within 5 school days** of completing the investigation.
- Advise you on the next steps if after this review your complaint has not been resolved which will be covered under Stage 3.

Stage 3 - Formal Complaint Panel

If your complaint has not been resolved at Stage 2 then you may write **within 10 school days** of the notification of the Stage 2 outcome to the Complaints Co-ordinator requesting a Formal Complaints Panel and explaining why you feel that your complaint has not been fully addressed at Stage 2. You should do this using the reporting form at Annex C.

We will acknowledge your request **within 5 school days** and inform you of the arrangements for the Formal Complaint Panel.

A meeting of the Panel will be convened normally **within 20 school days** of your request.

The Panel will consider the following:

- any appropriate action to be taken to resolve the complaint;
- whether to dismiss the complaint in whole or in part;
- whether to uphold the complaint in whole or in part;
- whether changes to the school procedures in the future may be necessary.

The Panel will take into account whether the complaint has been handled properly and reasonably in accordance with this procedure and whether the Stage 2 outcome was reasonable and appropriate.

You will normally be informed of the outcome at the end of the Formal Panel and this will be confirmed in writing within 7 school days. The decision of the Panel is Final.

3. Taking your complaint further

Although the decision of the Panel is final under this procedure if you consider that the school or its representatives is proposing to act unreasonably, or has failed to carry out its statutory duties then you may write to the Secretary of State for Education.

4. Expectations under this procedure

When you bring a complaint to us under this procedure you may expect the school to:

- Take your complaint seriously
- Treat you with courtesy and respect
- Deal with it with discretion and confidentiality (if the matter relates to the safety and well-being of a child then we reserve the right to share details with other agencies)
- Offer you the opportunity to be accompanied by a friend, adviser or colleague
- Meet the timescales set unless there is good reasons to extend these – in which case you will be informed
- Seek and offer resolution at all stages
- Inform you of the action taken to resolve your complaint and of any measures to ensure that a similar complaint does not arise in the future

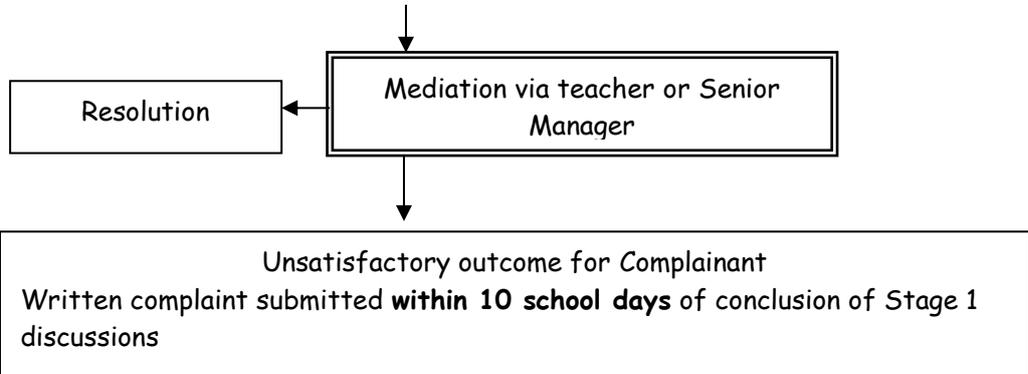
In turn we expect that:

- Our staff will be treated with respect
- You will be mindful of the need to keep information relating to children confidential in the interests of all our students
- That you will enter into the procedure in the spirit of seeking resolution
- If we consider that disciplinary action may be necessary against our staff then we will deal with this under our disciplinary procedure and in confidence

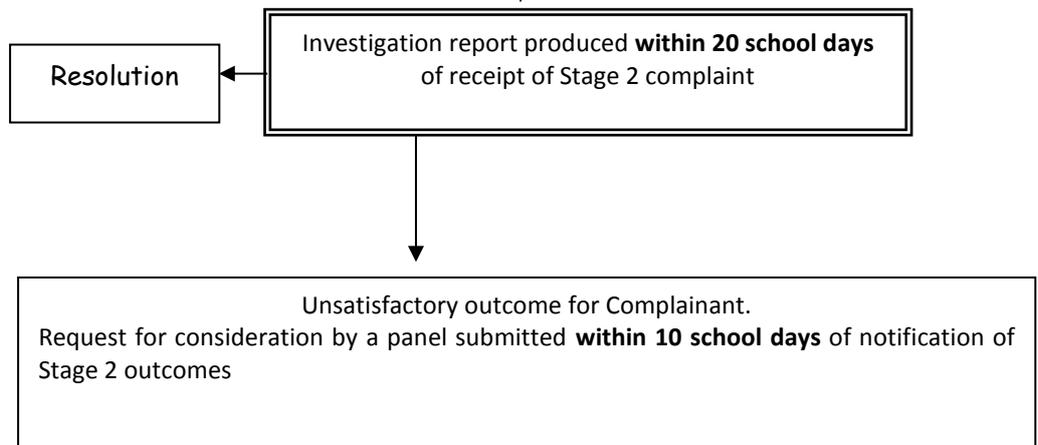
In the unlikely event that anyone bringing a complaint is considered by the Headteacher to be acting unreasonably or that the complaint is malicious or vexatious then the Headteacher will intervene and appropriate restrictions may be imposed.

GENERAL COMPLAINTS PROCESS

Stage 1 - Concern/Informal complaint



Stage 2 - Formal Complaint Investigation



Stage 3 - Formal Complaint Panel Panel

Panel considers Stage 2 outcome within 20 school working days of request

Formal Complaint Panel decision

Complaints Procedure: Written notification within 7 school days of panel] meeting **School**

Complaint relates to	Stage 1: Informal	Stage 2: Formal Complaint Investigation Investigating Officer	Stage 3: Formal Complaint Panel
Pupils, parents or staff (other than the Headteacher)	The appropriate member of staff	The Headteacher or other Senior Manager	Panel appointed by the Chair of Governors.
The Headteacher	The Headteacher	The Chair of Governors or another nominated non-staff Governor	Panel appointed by the Vice Chair of Governors.
A Governor or Governors (other than the Chair of Governors)	The Chair of Governors	Another nominated non-staff Governor	Panel appointed by the Vice Chair of Governors.
The Chair of Governors (or a group of Governors including the Chair of Governors)	The Vice Chair of Governors	Another nominated non-staff Governor	Panel appointed by the Vice Chair of Governors.
The whole body of Governors		A person appointed by the Diocesan Education Service	A panel appointed by the Diocesan Education Service.

Note: Governors will not be part of any Stage 3 panel if involved in any of the previous management stages.

Annex A

Stage 1 - Initial Record of concern/complaint

School	
Name of Complainant	
Name of Child	
Date of Contact with School	
Nature of concern	
Actions Taken	

Signature

Date

**Annex B
Stage 2 - Complainant Form**

Please complete and return to the Complaints Co-ordinator who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Telephone number:

Email:

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:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Annex C
Stage 3 - Complainant Form

Please complete and return to the Complaints Co-ordinator who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Telephone number:

Email:

Please confirm that you are requesting that your complaint be taken to a governor's panel.

Please provide details of why you were dissatisfied with the outcome of the Stage 2 investigation.

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

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

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: