



Work, play, pray - together

St. Mary's R.C Primary School.

Complaints Procedure

At St Mary's we all work very hard to build positive relationships with all parents. Our aim is to deal with issues and problems before they become a 'complaint'. However there is a clear protocol to follow if necessary and the steps to follow and their outcome are outlined in this document.

- 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. There is no doubt that if a concern is shared with the class teacher they can either reassure worried parents or together devise steps to take to address the concern. Parents must never worry about sharing their concerns with the school. They will always be taken seriously and due consideration given to a mutually agreeable resolution.
- We will always be fair, open and honest when dealing with any complaint and to deal with them as swiftly as possible. Our focus will always be on the child and what is best for them.

The complaints process:

Should you feel the need to make a more formal complaint there is a procedure to follow:

1. Complaint heard by the class teacher of child – approach the staff member for information and discussion.
2. Complaint heard by the Head Teacher or a delegated senior manager who will investigate the matter. The Head Teacher will report back to the complainant.
3. If the parent/carer feels their problem has still not been dealt with, they can write a letter of complaint to the chair of governors, which will be forwarded to the school office.
4. The chair of governors will contact the parent, hear the complaint and investigate. The chair of governors will report back his decision in writing to the complainant.
5. If the complainant is not satisfied, a complaints panel will be set up by the governors to formally consider the complaint, hear evidence and make a final judgement.
6. If the complainant is still not satisfied they can take the matter further and contact the Secretary of State for Education or the *Ombudsman if you are unhappy with the process or outcome. This would normally only be appropriate if you believe that the school, the Governing body and the LEA have acted illegally or arbitrarily.

- If parents have a complaint about the Head Teacher, they should first approach the Chair of the Governors (through the school office) who is obliged to investigate it. The Chair will do all they 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.
- If, despite all stages of this policy being followed, the complainant remains dissatisfied they are not entitled to reopen the same issue. In such cases the Chair of Governors is able to inform them in writing that the process has been exhausted and that the matter is now closed.
- If an anonymous complaint is received it will not be investigated under this procedure unless there are exceptional circumstances, serious concerns such as child protection, issues or bullying allegations, where the school might consider it appropriate to contact outside agencies.

Investigating complaints

The person investigating the complaint will:

- Establish what has happened so far and who has been involved.
- Clarify the nature of the complaint and what remains unresolved.
- Meet with the complainant or contact them if further information is required
- Clarify what the complainant feels would put things right.
- Conduct any interviews with an open mind and be prepared to persist in the questioning. Complete all necessary notes.
- Report back to the complaint.