

### Mission Statement

Our mission in St. Joseph's RC Primary School is to provide a loving and caring atmosphere where everyone can reach his or her potential to the full.

We wish to foster a respect for the dignity of every person in our school community and in everything we do.

We hope to:  
"Act justly,  
Love tenderly,  
Walk humbly with our God."

The governing body of St. Joseph's RC Primary School adopted this Complaints Procedure Policy on \_\_\_\_\_ and it will be reviewed on \_\_\_\_\_.

At St. Joseph's every effort is made to build and retain very positive relationships with all of our parents and carers. We value and respect their input and see ourselves very much as true partners together in supporting the children they have entrusted to our care. We do hope that such a relationship allows us to explore any difficulties or misunderstandings that may occur from time to time before they reach the complaint stage, however, should this juncture be reached we have a clear pathway to follow and trust that solutions can be found in an equitable manner, within a framework that supports tolerance and respect for all.

If any parents/carers 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 or the Head Teacher without delay. The Head Teacher makes every effort to facilitate an 'open door' policy at our school as we do not like to think of parents/carers worrying about issues that could in most cases be resolved very quickly – so early communication can facilitate prompt action and a successful outcome. 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.

It is our clear aim to always be fair, open and honest when dealing with any complaint and to deal with them as swiftly and as sensitively as possible. Our focus will always be on the child and what is best for them. We also look to maintaining a strong and mutually respectful relationship between the school and all of our parents and carers, whatever the outcome.

### **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 who will fully investigate the matter as soon as is practicable. The Head Teacher will then report back to the complainant and it is usually at this juncture that problems can be resolved amicably and both parties can look forward.
3. If the parent/carer feels their position has still not been dealt with, they can write a letter of complaint to the Chair of Governors. This can be handed in at the school office.
4. The Chair of Governors will contact the parent, hear the complaint and investigate. The Chair of Governors will report back her 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 have acted illegally or arbitrarily.

If a parent or carer has a complaint about the Head Teacher, they should first approach the Chair of 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 that trigger 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 complain will:

Make every effort to 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 be persistent in seeking the truth. Complete all necessary notes and collate all of the evidence to gain the clearest possible picture of all of the circumstances surrounding the complaint.

Report back to the complainant and seek resolution, or clarify any next steps.

Our school is very proud of the very strong relationships that exist with all stakeholders across our community and thankfully receives very few complaints and any that do arise are invariably resolved before any formal route is taken. We look to maintain and improve on these high standards and will continue to work hard to ensure that we work hand in hand with parents and carers as we seek the best for the children in our care.

Date of the next review: March 2020

Full Governing Body Meeting: March 2018

Head Teacher: \_\_\_\_\_ Date:

Chair of Governors: \_\_\_\_\_ Date: