

St Augustine's Catholic Primary School

COMPLAINTS POLICY

Agreed by Governors: March 2017 To be reviewed: November 2018

INTRODUCTION

*As one family working together
to be the best that we can be,
we live, love and learn with Jesus.*

At St Augustine's, we believe our school lives out its Mission Statement. We strive to provide a good education for all our children, helping to develop the whole child. We believe that the headteacher and all 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 from parents.

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 LEA and DSC. If the complaint is not resolved by the headteacher, the complaint can be brought to the attention of the Governors.

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 St Augustine's, he/she 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 and making good progress at school; 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 a parent have a complaint about the headteacher, which cannot be resolved with the headteacher, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question 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 to discuss the complaint. If the governors feel it is necessary for the person making the complaint to attend this meeting, an invitation will be sent at least three days before 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.

If the complaint is not resolved, a parent may make representation to the LEA or DSC. Further information about this process is available from the school or from the LEA.

MONITORING AND REVIEW

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all of the formal complaints received by the school and records how they were resolved.

Governors take into account local or national decisions that affect the complaints' process and make any modifications necessary to this policy.