

Holy Family Catholic Primary School, New Springs

Mission Statement

We are a caring family, we pray, learn and grow together

COMPLAINTS PROCEDURE

Catholic schools aim to be places where love of one's neighbour is obvious at all times. As St. John reports, Christ said to His disciples at the Last Supper "This is my commandment, that you love one another, as I have loved you".

Catholic schools are staffed by teachers who are not only qualified and expert in their own field but who, also, have become teachers because they care for children and wish to help them in every way possible.

Nevertheless, as in any organisation, misunderstandings can from time to time arise which may lead to a parent wishing to express some concern. A concern is not a complaint and should not be treated as such by the parent or the school. Only a very small number of concerns raised by parents need to be investigated using the formal procedure. **Any concern should always be raised with the Headteacher in the first instance where every effort should be made to resolve the difficulty.** When concerns are addressed and resolved there should be no need for a formal complaint. An initial request for action or an enquiry is not a complaint. However, failure to respond could give rise to a complaint.

This policy explains what parents can do if a query or concern that has been raised with the Headteacher has not been responded to in an appropriate manner.

A number of other procedures already exist. There are special arrangements for dealing with the following matters which must not be dealt with under the complaints procedure.

The existing special arrangements for dealing with:-

- Complaints about what your child is taught at school (the National curriculum), the school's charging policy, religious education and collective worship, and the school's provision of information.

(In each case, however, you should first discuss the problem with the Headteacher.)

- Appeals against decisions about your child's special educational needs.

(The school or Local Education Authority will be able to give you details)

- If you are not offered a place in the school of your choice, or if your child is suspended or excluded from school.

(The school will tell you how to appeal if these situations arise.)

- If you think your child has been given an incorrect grade in a public examination.

(You can ask the school to question the result with the examinations board.)

In all other cases you should follow the procedures outlined as follows.

FIRST - THE HEADTEACHER

If you are worried about something concerning your child at school you should first ask to discuss the difficulty with the Headteacher. You can do this by telephoning the Head, writing a letter or making an appointment to meet.

It may be suggested to you by the Headteacher that it would be more appropriate for you, first, to talk with another senior member of staff, or one of the teachers, in which case you should do this.

If, however, having spoken with a teacher or, for example, the Deputy Head, you are still dissatisfied you should then ask to meet the Headteacher.

SECOND - THE GOVERNORS

Most complaints will have been resolved by this stage, but, if you are still unhappy, the next step is a formal complaint to the Governing Body.

You should now put the complaint in writing, if this is difficult ask a friend to help.

Send the completed form, or your letter, to the Chair of Governors at the school. Try to keep a copy of the form or letter: it may help you later. The governors will let you know who will investigate your complaint and how they will deal with it.

Normally about three governors will be involved. They will hold a meeting to discuss your complaint. The meeting will usually be held within 20 days of the day the Chair receives your form or letter.

You will be invited to go to the meeting so that you can talk about your complaint in more detail. You can take a friend or representative with you if you wish. You will be given at least 3 day's notice of the meeting. Every effort will be made to see that the date and time is convenient for you.

After the meeting, even if you have attended, the governors will write to you and tell you the result. They will tell you of any action taken or to be taken.

THIRD - THE DIOCESE

If you are still dissatisfied you can ask the Diocese to carry out an investigation.

You should write to: Salford Diocese
Office for Education
Cathedral Centre
3 Ford Street
Salford
M3 6DP

It will help if you can enclose your original complaint form or letter and any other papers.

The Executive Secretary will appoint someone to investigate your complaint. It will not be a person who has a connection with the school as, for example, a governor or teacher.

The complaint will normally be investigated within 20 school days. The person appointed to carry out the investigation will arrange to meet with you. You will be given at least 3 day's notice of the meeting and you can take a friend or representative with you.

The Diocesan representative will eventually write to you to tell you the result of the investigation. The Diocese may then make recommendations to the governors.

The Secretary of State

If you are still not happy you can address your complaint to:-

The Secretary of State
Department of Education
Sanctuary Buildings
Great Smith Street
LONDON
SW1P 3BT

You should put your complaint in writing and enclose copies of your original complaint and any other relevant papers.

Reviewed: September 2016