

Children and Young People's Service

[St. Mary's Catholic Primary School](#)

# **GENERAL COMPLAINTS PROCEDURE**

**November 2014**

**Leaflet for Parents**

A responsive County Council providing excellent and efficient local services

**St. Mary's Catholic Primary School**  
**Overview of Complaints procedure for Parents.**

**What to do if you have a concern or a complaint**

We aim to work closely with parents and carers so that all children can play and learn happily at school.

We view all complaints in a positive way, as it helps the school improve its practices.

However, sometimes problems do occur and the best person to talk to first is usually your child's class/form or subject teacher.

If you are still worried or concerned, the head teacher will be happy to talk to you at a mutually convenient time. Please contact the school office to make an appointment to talk to the Headteacher or write to the Headteacher explaining your complaint and what you would like to happen now.

This is part of a full procedure which all schools have in place and has been approved by the Governing Body. If the Headteacher cannot resolve the issue or the complaint is about the Headteacher you should then write to the Chair of Governors.

Full details of our complaints procedure can be found in this leaflet or look on the school's website for further information.

Please do not hesitate to contact us – we look forward to hearing from you.

## **INFORMATION LEAFLET**

### **St. Mary's Catholic Primary School**

#### **How do I let the school know that I have a concern or complaint?**

The first action you need to take is to contact your child's class teacher or subject teacher and let the school know as soon as possible that you have a concern or a complaint and give the school the opportunity to investigate the matter properly.

Most concerns or complaints can be sorted out this way. Remember, do not leave it too long to report your concern because it can be difficult to investigate something that happened some time ago. It is also helpful if you can provide a short written statement of your concern or complaint. This will help to avoid any misunderstanding and provides a written record of your concern or complaint.

This is known as the "informal" stage and the school will do everything possible to address your concerns at this stage.

#### **Formal Complaint Stage One**

If you feel that the class or subject teacher has not resolved the issue you can now take the complaint through a formal procedure. All schools have in place a complaints procedure. This is a formal process which enables you and the school to address your concerns.

To begin this process you must write to the Headteacher explaining clearly and briefly what your concern is and what outcome you would like to see to resolve it. Please use the form provided if you prefer (see end of leaflet).

If your complaint is regarding the Headteacher then please go to Stage 2.

#### **I think that my concern or complaint should be looked at by the Headteacher .**

Telephone or call at the school office and ask to make an appointment to see the Headteacher. You will be able to take a friend or an adviser with you to the meeting but if you do you must tell the Headteacher in advance that you will be accompanied. The Headteacher may also wish to be accompanied at the meeting depending on the nature of your concern.

#### **What if my complaint is about the Headteacher?**

You will need to write to the Chair of the Governing Body at the school and explain your complaint. The Chair or a governor or governors delegated by them will investigate your complaint as if it was under the second stage of the procedure (see below).

## **THE SECOND STAGE.**

### **What if I am not satisfied with the outcome of the investigation?**

If you are not satisfied with the outcome of the first stage of the investigation or the complaint is against the Headteacher you can move to the second stage of the formal process.

You will need to write to the Chair of the Governing Body and explain your complaint and (if the Headteacher has previously considered the complaint why you are dissatisfied with the response and) what outcome you hope to achieve briefly and clearly. The Chair or a governor or governors delegated by him or her will investigate your complaint. This may include meeting with you. You may be accompanied at any meeting by a friend or adviser but you must tell the Chair in advance that you will be accompanied. The Chair (or the investigator(s)) will then write to you with the outcome of their investigations.

## **THE THIRD STAGE.**

### **If I am still not satisfied is there anything else that I can do?**

You can write to the Clerk to the Governing Body at the school and ask that your complaint be considered by the Complaints Appeals Panel of the Governing Body. The Panel will not include any governor who was involved in the prior investigation of the complaint or who has prior knowledge of the complaint. The Clerk to the Governing Body will arrange a hearing by the Panel and you will be invited to attend the hearing (with a friend or adviser) to explain your complaint.

The Clerk will write to you and make sure that you are kept fully informed and guide you through the procedure.

After the hearing the Chair of the Appeals Panel will write to you and let you know the Panel's decision.

### **If I am still not satisfied is there anything else that I can do?**

Once the Panel has made its decision then that is the final step in the school's Complaints Procedure. If you feel that the governing body has acted or intends to act unreasonably or that it has failed to discharge its duties then you can write to the Department for Education, Castle View House, East Lane Runcorn, Cheshire, WA7 2GJ.

**St. Mary's Catholic Primary School**

It will help us if you use this form to make your complaint but please write a letter if you prefer, covering all the points on the form. Please continue your answers on a separate sheet if there is not enough space on this form. When you have filled in the form, send it to The Headteacher or Chair of the Governing Body. If you need any help completing this form please contact the school.

We will only process your personal data in order to respond to your complaints. In general it will be used for administrative and statistical purposes.

Your name    Mr  Ms  Mrs  Miss  Other .....

First name (BLOCK CAPITALS) .....

Surname (BLOCK CAPITALS) .....

Your address

Postcode

Daytime tel. no.    Mobile tel. no.

Email address

Do you have any special requirements, for example if English is not your first language, disabilities?

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Have you contacted the school about this matter before?    Yes  No

If yes, who did you contact, when and how?

Have you received a reply?    Yes  No

If so, when was this?

Please explain your complaint and how would you like to see the matter resolved?  
Please use additional sheets if required.

If you have any documents to support your complaint, please send them with this form. Please tick the box if you would like them returned to you.

We will send an acknowledgement within 5 working days of receiving your communication and will tell you what is happening. If a further response is required, this should reach you within 20 working days.

**FOR OFFICE USE ONLY**

Complaint reference  Date Received

Acknowledgement sent

Substantive reply sent