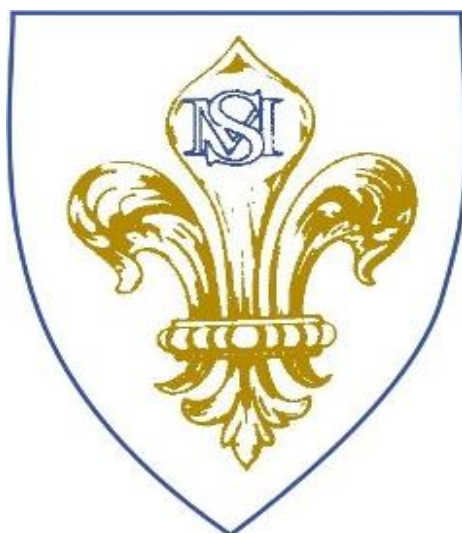


St. Mary's Catholic Primary School and Nursery

Part of The Christus Catholic Trust



Complaints Policy

Respect Ourselves, Respect Others,
Respect our School, Love God

This school is committed to safe guarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment



Policy Name: Complaints Policy		
Reviewer: V McBrown	Reviewed Date: September 2025	Date of next review: September 2026
Approved by Govs:		

Complaints Policy

Our Mission Statement

Respect Ourselves, Respect Others, Respect our World, Love God

The majority of concerns from parents, carers and others are handled under the following general procedures.

The procedure is divided into three stages

Stage 1- aims to resolve the concern through written communication, which are considered by the Headteacher or the Chair of Governors (designated governor, who has special responsibility for dealing with complaints).

Stage 2 - is the first formal stage at which written complaints are considered by the Headteacher or the Chair of Governors (designated governor, who has special responsibility for dealing with complaints).

Stage 3 - is the next stage once Stage 2 has been worked through. It involves a complaints review panel of governors.

How each of these stages operates is explained below:

Stage 1 – your initial contact with the school

1. Many concerns will be dealt with informally when you make them known to us. The first point of contact should be your child's class teacher.
2. We will see you, or contact you by telephone or in writing, as soon as possible after your concern is made known to us. All members of staff know how to refer, if necessary, to the appropriate person with responsibility for particular issues raised by you. He or she will make a clear note of the details and will check later to make sure that the matter has been followed up.
3. We will ensure that you are clear what action or monitoring of the situation, if any, has been agreed.
4. We will ensure that we speak directly to all appropriate persons who may be able to assist us with our enquires into your concern.
5. We will discuss with you (normally within ten working days) the progress of our enquiries. You will have the opportunity to ask for the matter to be considered further, once we have responded to your concern.
6. If you are still dissatisfied following this informal approach, your concern will become a formal complaint and we will deal with it at the next stage

Stage 2 – Formal consideration of your complaint

This stage in our procedures deals with written complaints. It applies where you are not happy with the informal approach to dealing with your concern, as outlined under Stage 1 above.

1. Normally, your written complaint should be addressed to the Headteacher. If, however, your complaint concerns the Headteacher personally, it should be sent to the school marked "For the attention of the Chair of Governors" (the designated governor).
2. We will acknowledge your complaint in writing as soon as possible after receiving it. This will be within three working days.
3. We will enclose a copy of these procedures with the acknowledgement.
4. Normally we would expect to respond in full within ten working days, but if this is not possible we will write to explain the reason for the delay and let you know when we hope to be able to provide a full response.
5. As part of our consideration of your complaint, we may invite you to a meeting to discuss the complaint and fill in any details required. If you wish, you can ask someone to accompany you to help you explain the reasons for your complaint.
6. The Headteacher or Chair of Governors (designated governor) may also be accompanied by a suitable person if they wish.

Stage 3 – Formal consideration of your complaint by a review panel of governors.

This stage in our procedures deals with written complaints. It applies where you are not happy with the formal approach to dealing with your concern, as outlined under Stage 2 above.

1. If the complaint is not resolved, and all previous stages have been explored, a parent may make representation to the Governors. A letter addressed to the Chair of Governors marked "Private and Confidential" can be left at the school office. Normally we would expect to respond within ten working days, but if this is not possible we will write to explain the reason for the delay and let you know when we hope to be able to provide a full response.
2. As part of our consideration of your complaint, we may invite you to a meeting to discuss the complaint and fill in any details required. If you wish, you can ask someone to accompany you to help you explain the reasons for your complaint.
3. The panel of Governors may also be accompanied by a suitable person(s) if they wish.

4. If the Governors consider from your letter that the complaint warrants further investigation they may ask you to explain your case in person before a specially appointed panel. However, it is also possible that, following investigation, they may decide without needing you to appear. A decision will be provided **within 15 days of hearing the complaint** where possible.
5. If, despite all stages of this policy being followed, the complainant remains dissatisfied you are not entitled to reopen the same issue. In such cases the Chair of Governors is able to inform you in writing that the process has been exhausted and that the matter is now closed.

SEN Complaints

If you are concerned about the provision that your child is receiving or you have an issue you would like to discuss you should first of all speak to your child's class teacher. If the issue is still not resolved you should make an appointment with the SENCO to discuss this further and to decide the best course of action.

As a school we take parents views very seriously. We endeavour to work very closely with parents to address any concerns. If you wish to make a formal complaint we advise you to write a letter to the Head teacher first stating your concerns. If the complaint is about the Headteacher or you feel the complaint has not been resolved by the Headteacher then you should write a letter addressed the Chair of Governors. Your complaint will be dealt with in accordance the 3 stages staged above.