



St Thomas More R.C. Primary
Complaints Policy
Reviewed February 2017

St Thomas More RC Primary School

School Complaints Policy

Name and Designation of Policy Authors	Fiona Cripps, Chair of Resources Committee Joanne Butterworth, Headteacher
Approved by	Full Governing Body
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Target Audience	Parents and Carers
Links to other policies	Safeguarding policy, Whistleblowing Policy
Version	1

Monitoring Compliance with the policy

KPI	Target	Monitored	Who will monitor?	Review of frequency	Lead
All complaints forms will be responded to in 5 school days	100%	Annual audit of complaints received	Resources Committee	Annually	Headteacher
All complaint review request forms will be responded to within 10 school days	100%	Annual audit of complaint review request forms	Resources Committee	Annually	Headteacher
Formal complaints will be noted in the Headteacher's termly report to the FGB	100%	Via HT reports	FGB	Annually	Headteacher

1. Mission Statement

Based on the teachings of Jesus Christ and the Church and with the help of everyone involved in the school we aim to form a truly Christian community. We aim to help pupils acquire skills, attitudes and values from the curriculum and to help in their spiritual development. We will provide a happy, well ordered environment where everyone feels secure and loved. The school encourages children to be responsible members of the wider community.

2. St Thomas More's school is committed to ensuring that all pupils have a positive experience. The schools acknowledges that parents and carers of pupils are entitled to bring to the school's attention concerns regarding their child's care or learning experience.

This policy outlines the process by which you can raise concerns, or make a complaint relating to the school or the services it provides and how these will be managed by staff, and where necessary, governors.

The school expects that most concerns can be resolved informally, and recognises that the majority of issues raised by parents, carers or pupils are concerns rather than complaints. The school will use its best endeavours to resolve any concerns that are made on this basis. In most cases the class teacher is likely to be the most appropriate person. The school recognises however that, depending on the circumstances and the nature of the complaint, parents/carers or pupils may in appropriate circumstances, wish to or may be asked to follow the formal stages of this policy. In order to enable the school to carry out a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible

3. Raising a concern or complaint

Stage 1: Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned if it relates to your child's learning. This can be done by letter, by telephone or in person by appointment, requested via the school administration. Many concerns can be resolved by simple clarification or the provision of information, and it is anticipated that many matters will be resolved during this informal stage. Parents and carers must never worry about sharing their concerns with the member of staff. They will always be taken seriously and due consideration given to a mutually agreeable resolution.

In the case of serious concerns or concerns about school services it may be appropriate to address them directly to the Headteacher (or to the Chair of the Governing Body, if the complaint is about the Headteacher).

If the matter is resolved informally then no further action is required. If the matter remains unresolved then you should move to stage 2.

Stage 2: Formal Stage

If your complaint is not resolved at the informal stage you may then choose to put the complaint in writing. Complaints about members of staff will be responded to by the appropriate line manager. Complaints about pupils will be dealt with by the key stage manager after talking to the appropriate teachers. Complaints about school policy will be responded to by a member of the senior management team. Complaints about the senior management team will be dealt with by the Chair of Governors and can be sent to the school marked for the attention of the Chair of the Governing Body or sent via the Clerk to the Governing Body. You can use the formal complaint form available on the website although complaints can be made in person or by telephone. If complaints are not made in writing, the complainant should be aware that notes and a record of dates and telephone calls will be kept. The school will provide any assistance necessary to support complainant's communication preferences.

You should include all relevant details which might help the investigation, such as names of those involved, names of any witnesses, dates and times of events, and copies of any relevant documents. It is helpful if you can state what action you would like the school to take to resolve your complaint.

The Headteacher (or Chair) will respond in writing usually within 5 working days of the school receiving your formal complaint. This response will detail how the school intends to proceed and should include an indication of the anticipated timescale. You may be invited to a meeting to clarify the issue and to explore possible resolution. You may be accompanied if you wish. Notes of the meeting will be taken if necessary, by an independent note taker. It is expected that the content of any meeting is kept confidential to the parties

involved. It is hoped that your complaint will be resolved. If your complaint is not resolved satisfactorily the matter will be passed onto a committee of the Governing Body or if appropriate an independent panel.

Stage 3: Formal Complaint Review

Request for a formal review should be made to the Clerk to the Governing Body within 10 working days of receiving notice of the outcome. A review meeting will be scheduled usually within 10 days of receipt of your form or at the earliest possible opportunity. The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations will be considered sympathetically. You will be informed in writing of the review conclusions. The matter will then be closed as far as the school is concerned.

Timescales

Timescales are outlined for each stage of the process. If at any stage further investigations are necessary, new time limits will be set and you will be sent details of the new deadline and an explanation of the delay.

Record Keeping

The school will not hold records for informal concerns/complaints.

The Headteacher (or Clerk to the Chair of Governors) is/are responsible for keeping a full record of formal complaints. Records will be kept for a period of 5 years. Reports made to the Governing Body Committee or the Resources Committee will be anonymised and confidentiality of the complainant and any staff concerned will be maintained.

References

This policy complies with section 29 of the Education Act 2002

Formal Complaint Form

Your Name	
Relationship with School	
Pupil's Name	
Your Address	
Telephone numbers	
Email address	

Please give concise details of your complaint (include dates, names of those involved, witnesses etc.) to allow the matter to be fully investigated. Please use additional pages if necessary.

What action, if any, have you already taken to try and resolve your complaint? (ie. Who have you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signed.....Date.....

School Use Only

Date from received	Received by	Date Acknowledgement sent	Acknowledgement sent by
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Agreed Outcomes

Complaint referred to		Date referred	complaint
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Your Name	
Relationship with School	
Pupil's Name	
Your Address	
Telephone numbers	
Email address	

To the Clerk to the Governing Body

I submitted a formal complaint to the school on.....
and am dissatisfied by the procedure that has been followed.
I received a response on

I attach copies of my formal complaint and the response(s) from the school. I am dissatisfied with the way in which the procedure was carried out because:
(PLEASE PROVIDE AS MUCH DETAIL AS POSSIBLE. YOU MAY USE ADDITIONAL SHEETS IF NECESSARY.)

What Actions do you feel might resolve the problem at this stage?

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Signed.....Date.....

School Use Only

Date form received:	Received by:	Date Acknowledgement sent:	Acknowledgement sent by:

Complaint referred to:		Date:	
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