



St Francis Catholic Primary School

COMPLAINTS PROCEDURE

Step One

If you are worried about something concerning your child at school you should at first ask to discuss the difficulty with your child's teacher. You can do this informally by speaking directly to the teacher or by phoning or writing to make an appointment.

Step Two

If having spoken to the teacher you are still concerned you should then ask to meet with the Head Teacher or in her absence, the Deputy Headteacher, to discuss the matter.

The Head Teacher/ Deputy Headteacher will record that the meeting has taken place, discuss your concerns and hopefully agree a mutually satisfactory course of action. It may be the case that several meetings are needed before arriving at a satisfactory conclusion.

Step Three

Most concerns will have been resolved by this stage but, if you are still unhappy about the way in which your concern has been dealt with, the next step is a formal complaint to the Governing Body.

You should now put the complaint in writing. You can do this by using the attached form or you can write a letter if you prefer. If this is difficult ask a friend to help.

Send the completed form or your letter to the school, addressed to the Chair of Governors. Try to keep a copy of the form or letter.

Either a meeting will then be arranged for you to meet with the Head Teacher and one member of the Governing Body, as soon as is mutually convenient or a letter will be written by the Governors as a response, to try and resolve the issue.

Please note that any parental complaints can only be lodged by the legal parent or guardian.

Step Four

In the event that you are still dissatisfied then the complaint will be referred to a panel of three independent Governors. They will hold a meeting to discuss your complaint. The meeting will usually be held within twenty days of the referral date. You will be invited to attend the meeting so that you can discuss your complaint in more detail. You may take a friend or representative with you if you wish. You will be given at least three days notice of the meeting. Every effort will be made to ensure that the date and time is convenient for you.

After this meeting the Governors will write to you and inform you of their decision. They will tell you of any action to be taken.

Actions

Action through the complaints procedure may lead to action being initiated under other (e.g. statutory) procedures. In this case the investigations under complaints procedure will be suspended until action under the other procedure (including appeals) has been concluded. The complainant will be advised if this is the case. They will also be told the likely delay in the final resolution of their complaint which will result.

Confidentiality

In most cases it will be necessary for details of the complaint to be shared with a range of people who might legitimately contribute to its resolution. However, within this constraint, the confidentiality of the complaint will be respected.

The Diocese

If you are unhappy with the decision made by the panel on behalf of the Governing Body, you can ask the Diocese to carry out an investigation.

You should write to:

The Executive Secretary
The Diocesan Schools Commission
89 St. Bernard's Road
Olton
Solihull
West Midlands
B92 7D

It will help if you enclose a copy of your original complaint or letter and any other relevant information.

The Executive Secretary will appoint someone to investigate your complaint. It will not be a person who has a connection with school such as a Governor or Teacher.

The complaint will normally be investigated within twenty school days. The person appointed to carry out the investigation will arrange to meet with you. You will be given at least three days notice of the meeting and you may take a friend or representative with you.

The Diocesan representative will write to you in due course to tell you the result of the investigation.

The Diocese may then make recommendations to the Governing Body.

The Secretary of State

If you are still not satisfied with the outcome you can address your complaint to:

The Secretary of State
Department for 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.

All matters relating to a complaint should be treated in the strictest confidence.

St Francis Catholic Primary School

COMPLAINT FORM

When you have completed this form please take it or send it to:

**The Chair of the Governing Body
Mr Peter Gough
St Francis Catholic Primary School
Mill Road
Sheffield
Walsall
WS4 1RH**

Continue on a separate sheet if necessary

Name		
Address		
Telephone	Home	Work

Please give brief details of problem.

To what date or time does your complaint relate?

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To whom have you already informally complained and when?

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Please give details of any more information you have to support your complaint, such as letters or reports.
(If you cannot send copies then please send the originals which will be copied and returned to you.)

Do you have a solution that you wish to suggest?

STAGES OF THE COMPLAINTS PROCEDURE

