St Mary's RC Primary School

WHAT DO I DO IF I HAVE A CONCERN OR A COMPLAINT?

Please also see the detailed Complaints Policy on the school web site <insert link to policy>

At St. Mary's Roman Catholic Primary School, the governors anticipate that the great majority of the concerns raised by parents can be dealt with in an informal, but effective and constructive manner. However, if after this the parent feels their concerns are not resolved they may wish to make a formal complaint. At St Mary's we will endeavour to be approachable and open in listening to concerns and rigorous in ensuring that any concerns are dealt with in a professional manner. It is hoped that a resolution can be found speedily and to the satisfaction of all concerned. There is a separate Allegations Procedure if a parent wishes to make an allegation about staff behaviour in regard to a child. A parent should contact the Headteacher or the Chair of Governors direct, in writing, via the school and ask for a meeting immediately.

Informal Stage

If you have a concern, ask to see your child's class teacher or the appropriate member of staff. Make your point to them. They may respond immediately or may need time to investigate and they will contact you within three school days with their response.

- If you are not satisfied with their response, ask to see the Headteacher on an informal basis. She will either meet you immediately or arrange to see you within three school days. At the meeting she will respond to your concern or agree to investigate matters and agree the date by which she will respond.
- In her response she will inform you of the outcome of her investigation and any action that will be taken.
- If the informal process has not resolved your concerns and you consider that the outcome and action proposed is not satisfactory, you may make a formal complaint.

Formal Procedure Stage One

If you wish to make a formal complaint you must do so within ten school days.

- You should clearly state in writing to the Headteacher what the complaint is and give the reasons why you feel it needs further investigation.
- On receiving the complaint, the Headteacher will acknowledge your complaint, within five school days. If necessary, she will investigate further and meet you again. She will respond to you in writing within ten school days of receiving the complaint. In her response she will include the results of any further enquiry, reasons for the conclusions reached and the proposed action that will be taken OR alternatively outline her reasons for not taking the matter any further.
- If you do not consider that the outcome is satisfactory you may make a formal complaint in writing, within ten school days, to the Chair of Governors.

Formal Procedure Stage Two

If you wish to complain you must outline in writing, to the Chair of Governors, why you are not satisfied with the resolution proposed by the Headteacher. The Chair of Governors, on behalf of the Governing Body, will:

- Acknowledge your complaint within five school days.
- Consider the complaint made at Stage 1, including the Headteacher's response, investigate further if necessary and set up a Complaints Panel to consider the complaint.
- Respond within 10 days, of receiving the complaint, with the date of the Complaints Panel to consider the complaint. The Complaints Panel will hear the complaint and respond with a decision within twenty school days of the Complaints Panel hearing.

This is the final stage in the school's procedure. The decision of the Governing Body is binding on all parties involved. If you are still dissatisfied, you can make a formal complaint under Section 23 of the Education Reform Act 1988 to the Department of Education.

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