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## Complaints Policy

Date	Review Date	Coordinator	Nominated Governor
Sept 2020	Sept 2021 (Recommended annually)	Mrs. Janet Mullally	Leadership and Management Portfolio Holder

We believe that this school provides an excellent education and that the Headteacher and school personnel work very hard to build positive relationships with all parents and others. However, we are obliged under section 29 of the Education Act 2002 to have in place clear procedures to deal with complaints made against the school or individuals connected with it.

We are aware that under the Education Act 1996 parents have the right to complain directly to the Local Authority about any matter relating to the school's curriculum and any issue relating to the general educational that we provide.

We have a duty to publish the complaints procedure on the school website and hard copies available from the school office.

We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication.

### Aims

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- To deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.

### Responsibility for the Policy and Procedure

### Role of the Governing Body

The Governing Body has:

- a duty to have in place a complaints procedure;
- delegated powers and responsibilities to the Headteacher to ensure all school personnel and visitors to the school are aware of and comply with this policy;
- responsibility for ensuring this policy and all policies are maintained and updated regularly;
- responsibility for ensuring all policies are made available to parents;
- responsibility for the effective implementation, monitoring and evaluation of this policy



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### **Role of the Headteacher**

The Headteacher will:

- ensure all school personnel, pupils and parents are aware of and comply with this policy;
- work closely with the link governor and coordinator;
- provide leadership and vision in respect of equality;
- provide guidance, support and training to all staff;
- monitor the effectiveness of this policy;
- annually report to the Governing Body on the success and development of this policy

### **General Complaint**

As seen in Plan of System – General Complaints.

### **Complaint against the Head Teacher**

As seen in Plan of System – Complaint against the Head Teacher.

### **Complaint regarding the Curriculum and General Educational Provision**

All curriculum and general educational provision complaints will be dealt with by the Local Authority in line with their set complaints procedures.

### **Monitoring and Review**

- The Headteacher logs all complaints received by the school and records how they were resolved. Governors discuss this log annually.
- A continuous process of self-evaluation by the governors will monitor the process of dealing with complaints.
- Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

### **Complaint Procedures**

1. This policy specifies arrangements for dealing with other general complaints, whether from individuals or groups. This guidance does not cover those matters already provided by existing statutory procedures, which include; admissions to school, exclusions, special educational provision, school organisation, curriculum, grievances by staff and child abuse.
2. The Governors expect that general complaints relating to the school should in the first instance be dealt with in informal discussion with relevant members of staff up to and including the Headteacher.



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3. If still dissatisfied, the person concerned may then submit a formal complaint to the Headteacher in writing. This should make clear that it is a formal complaint and should specify its nature as exactly as possible.
4. The Headteacher should consider any such formal complaint as quickly as possible. If, in his/her view, the complaint falls outside the scope of these procedures, the Headteacher will advise the complainant of any other recourse he or she may have.
5. If it is clear that investigation of the relevant complaint will take some time, the Headteacher should notify the complainant of the fact and of progress during consideration of the complaint.

Following consideration of the complaint, the Headteacher may inform the complainant of:

- a) the decision that he/she has reached, and the reason for it;
  - b) any action taken or proposed, including details of any request made to those complained against to take particular actions to resolve the complaint.
6. If a serious complaint is made against the Headteacher the complainant should submit a formal complaint to the Deputy Headteacher or to the Chairman of Governors. The Chairman of Governors should be the first person to approach only in cases which could involve disciplinary or legal action against the Headteacher. Governors approached by a complainant should refer him or her to the Headteacher or the Chairman of Governors as appropriate.
  7. If the complainant is dissatisfied with the Headteacher's response, the complainant should be advised of his or her right to make a formal complaint to the Chairman of Governors and how it can be made.
  8. In the event of a formal complaint being made to the Governing Body, the Chairman should take care that no Governor can be accused of prejudice by ensuring that:
    - a) an individual Governor does not deal with the complaint;
    - b) the complaint is quickly referred to the Headteacher if complaint procedures at school level have not been exhausted;
    - c) a special Complaints Committee is established to consider formally an appropriate complaint in certain cases, the matter may need to be considered by the Staff Portfolio Holders;
    - d) the complaint is not reported to the whole Governing Body until it is resolved and then not in detail (individual complaints should not be raised at full meetings of the Governing Body);
    - e) if an individual Governor has initially taken up a complaint on behalf of an individual or group, he/she should not take part in any formal hearing of a complaint.
  9. Normally, a meeting of the Complaints Committee should be held within 15 school days of the receipt of the formal complaint by the Governing Body. (The Committee will



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consist of three Governors, excluding any member of the school staff, and it should be clerked.)

The complainant will be given 5 school days' notice of the date, time and place of the meeting.

10. The complainant may make his/her representation in writing or in person, accompanied by a friend if so desired.

The Headteacher, accompanied by a friend or representative if he/she so wishes, may make representations to the Committee but shall be precluded from the decision regarding the complaint.

11. Where the complainant chooses to attend in person, the usual order of proceeding shall be as follows:

- a) The Chairman of the Complaints Committee will welcome the complainant, any representative and introduce those present.
- b) The complainant will be asked to restate the nature of the complaint.
- c) The complainant may be asked questions by the Committee and by the Headteacher.
- d) The Headteacher will be asked to make a statement to the Committee regarding the matter complained of and may be asked questions by the Committee or by the complainant.
- e) The complainant may, if he or she chooses, summarise the complaint. The Headteacher may summarise the school response.
- f) The Headteacher, complainant and any friend or representative they have brought will be asked to leave.

12. The Committee shall consider the complaint and any relevant information or factors. They shall only reach a decision after the Headteacher and, where relevant, the complainant and any friend or representative of either individual, have withdrawn. The Committee shall decide:

- a) to reject the complaint;
- b) to uphold the complaint; or
- c) to investigate the complaint further.

13. The Clerk to the Committee should inform the complainant and the Headteacher in writing within 5 school days;

- a) of the decision reached by the Committee and the reasons for the decision. If the Committee decides that the complaint falls outside the scope of these procedures, the Clerk will inform the complainant of any further recourse he or she may have.
- b) of any action taken or proposed if the complaint was upheld, including details of any request to those complained against to take particular actions to resolve the



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complaint. Where the complainant is dissatisfied with action taken or proposed to remedy the complaint, he or she may wish to pursue the matter further with the Headteacher or the Committee as appropriate.

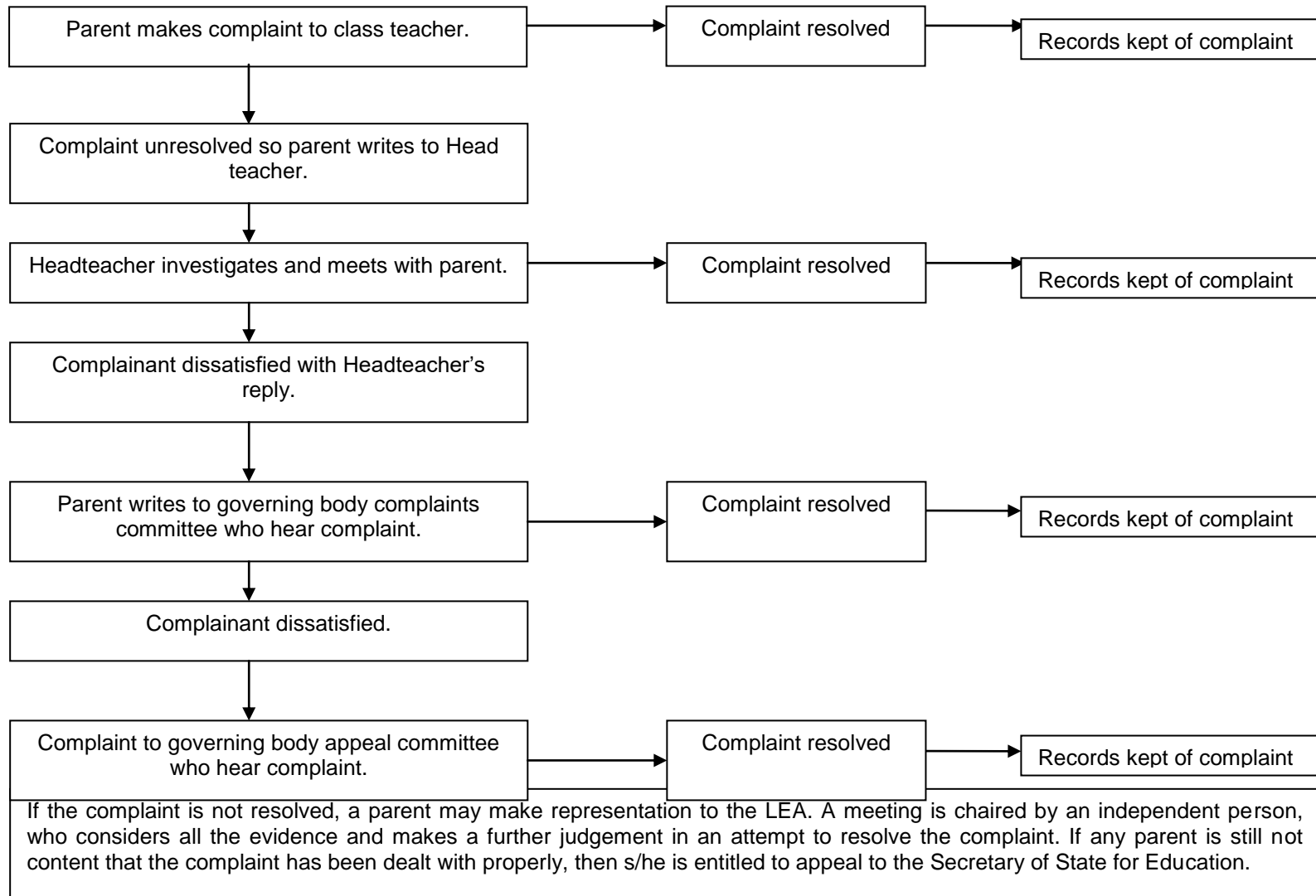
14. Where under paragraph 12 the Committee decides to investigate the complaint further, the Clerk shall inform the complainant of the steps to be taken and of the progress made. Any subsequent meeting of the Committee shall be subject to the provisions described above in so far as they are relevant.
15. If the complaints procedure has been followed hopefully there will be a successful outcome. If, however, the complaints procedures become protracted and the complainant remains dissatisfied, the Chair of the Governing Body is able to inform the complainant in writing that the procedure had been exhausted and the matter is now closed.
16. If you have any questions about the procedures described above, you may wish to contact the Headteacher or the Clerk to the Governing Body who will be able to advise you further.

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**General School Complaints**

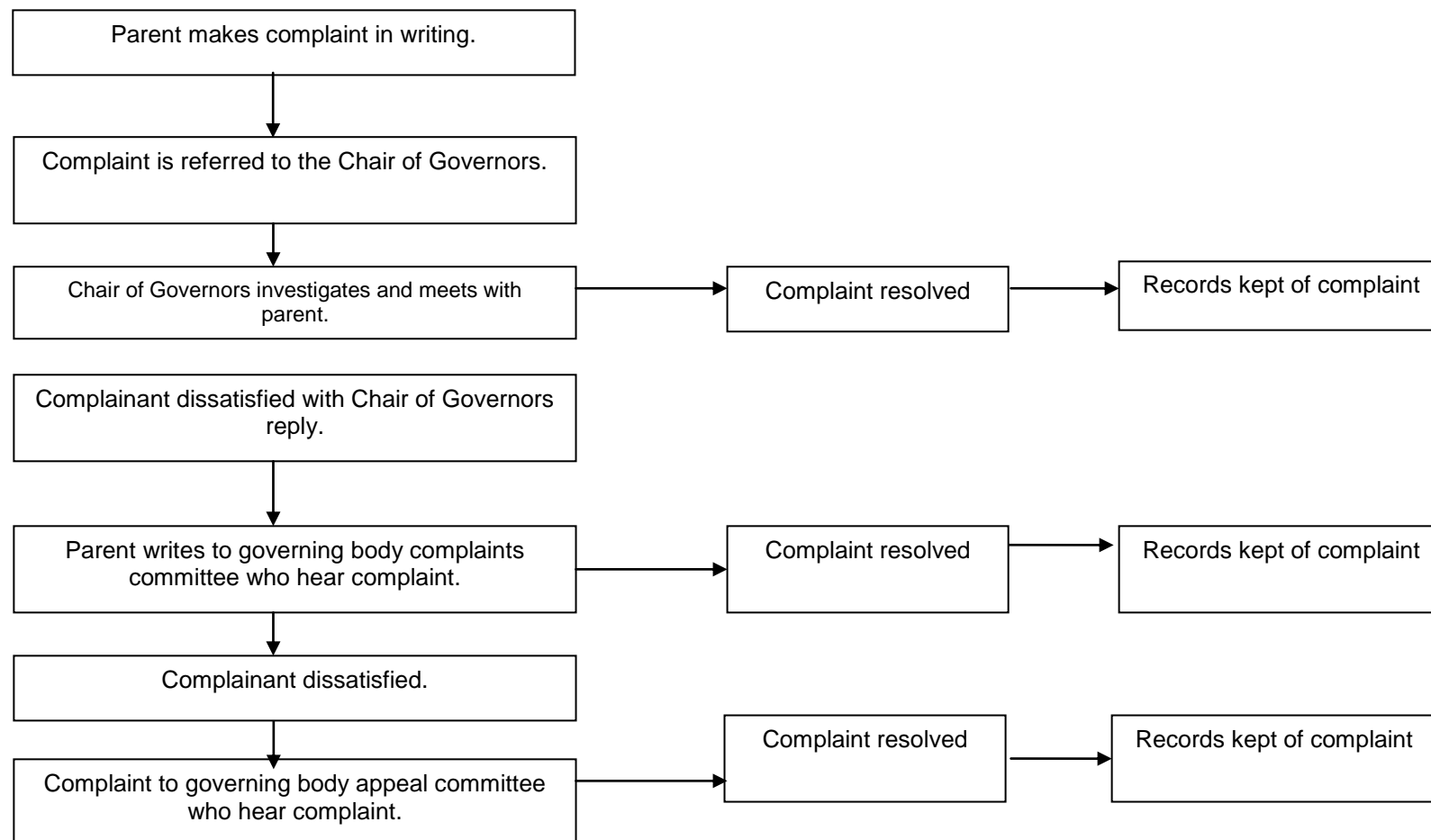


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**Complaint against the Headteacher**



If the complaint is not resolved, a parent may make representation to the Local Authority. A meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint. If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.