



Blessed Robert Widmerpool Catholic Voluntary Academy

Complaints Policy

Introduction

The Head Teacher and other staff work hard to ensure a high standard of education is provided for all children and that positive relationships are built with parents. However, the school is obliged to have procedures in place in case there are complaints by parents.

The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, that person is encouraged to talk to the child's class teacher immediately.

All complaints are dealt with in accordance with procedures set out by this policy. If the school cannot resolve any complaint itself, those concerned can ask the Chair of the Executive South Nottingham Catholic Academy Trust to intervene.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they feel that their complaint has not been properly addressed.

Aims

- Be fair, open and honest when dealing with any complaint
- Give careful consideration to all complaints and deal with them as swiftly as possible
- Resolve any complaint through dialogue and mutual understanding putting the interests of the child above all other issues.
- Provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The Complaints Process

If a parent is concerned about anything to do with the educational provision, they should in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way.

All teachers work hard to ensure that each child is happy at school, and making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head Teacher. The Head Teacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Should a parent have a complaint about the Head Teacher, an informal approach should be made to one of the members of the governing body, who is obliged to investigate it. The governor in question will try to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, a formal complaint may be made as outlined below.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, starting with the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.

The governing body must

- Consider all written complaints within three weeks of receipt
- Arrange a meeting to discuss the complaint
- Invite the person making the complaint to attend the meeting, so that the complaint can be explained in more detail
- Give the complainant at least three days' notice of the meeting.

After hearing all the evidence, the governors consider their decision and inform the parent in writing. The governors do all they can at this stage to resolve the complaint.

If the complaint is not resolved, a parent may take representation to the SNCAT. Further information about this process is available from the school or from the SNCAT. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgment 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.

Monitoring and Review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head Teacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is available to all parents, so that they can be properly informed about the complaints process.

Review Date Spring 2016