

ST. JOSEPH'S CATHOLIC PRIMARY SCHOOL

COMPLAINTS POLICY APPROVED BY FGB 16TH MARCH 2010

Rationale

At St. Joseph's Catholic Primary School we believe that children learn best when supported from home and therefore we strive to work in partnership with our parents. Should a parent be dissatisfied with any aspect of the school, we aim to resolve the problem at an early stage through discussion.

Procedures

There are three stages of complaint;

Stage 1

- If a parent is unhappy about something, she/he should approach the class teacher and ask to discuss the problem.
- If the teacher is unable to talk to the parent immediately, an appointment will be made as soon as possible.
- If a parent contacts the Headteacher, she/he will be referred back to the class teacher for an initial discussion.
- If a parent has a complaint against the class teacher the process automatically moves to stage 2.
- If a parent has a complaint against the Headteacher the process automatically moves to stage 3.
- If the problem cannot be resolved, the parent should move to Stage 2.

Stage 2

- The parent should make an appointment to see the Headteacher, giving a brief outline of the problem to enable her to discuss the issue with the class teacher prior to the meeting.
- The Headteacher will listen carefully and then may ask the class teacher to join the discussion, depending on the parent's views.
- Every possible effort will be made to reach an agreement as to how the problem can be resolved.
- If it becomes obvious that the problem cannot be resolved, the parent will be given a copy of 'Concerns and Complaints: A Guide for Parents and Carers' as well as the name and address of the Clerk to the Governors.
- The parent will be advised to submit details of the complaint in writing to the Governors, within 10 days, and the parent then moves to Stage 3.

Stage 3

- On receipt of the letter, the Clerk to the Governors will send an acknowledgement and explain that the Governors' Complaints committee will investigate the claim within 15 school days.
- The panel of three Governors will invite the parent to meet with them, and the parent may take a friend to this meeting.
- The Governors will also invite the school to state its case, separately.
- The Governors will then make a final decision, which will be communicated in writing to the parent within 15 school days of the meeting.

If the parent is still dissatisfied, she/he will need to follow the LA Procedures and write to the County Parental Complaints' Coordinator within 10 school days of receiving the governors' response.