

SS Peter and Paul RC Primary School

Complaints Policy

Approved by the Governing Body

The School recognises that occasionally you may wish to discuss an issue or have cause for complaint and we are committed to addressing your concerns in a timely and effective manner. We will try to resolve any complaint in a positive way, adopting the appropriate level of response and with the aim of putting right any concerns as efficiently and effectively as possible.

Where necessary, we also undertake to review our complaints procedures in the light of any response to our complaints procedures.

We aim to resolve any complaints in a timely manner. Procedures for each stage are set out below in the relevant paragraphs; timescales are detailed in the appendices following. When we refer to working days, we mean Monday to Friday, during term time when the school is open.

Complaints relating to the curriculum should be addressed directly to the Headteacher.

Stage 1 - The Class Teacher

In the first instance complaints should be addressed to the class teacher.

If the need arises for a parent or carer to make a complaint they should speak to the Class Teacher. The class teacher should try and resolve the issue taking into account all the current policies of SS Peter and Paul RC Primary School - further details of this procedure are set out in Appendix 1.

Stage 2 - The Headteacher

If the issue is unresolved the parent or carer should take their complaint to the Headteacher.

If the issues are unresolved then the parent or carer should make an appointment to speak with the Headteacher to discuss the matter further - detailing the original complaint and why they believe the matter is still unresolved.

Stage 3 - The Governing Body

If the issue is still unresolved the parent or carer should make a formal, written complaint to the Governing Body.

After seeking advice and support from the Headteacher if the parent or carer feels the complaint has still not been resolved in a satisfactory manner then written representation should be made to the Full Governing Body of SS Peter and Paul RC Primary School who will set up a complaints panel.

Stage 4 - Bristol City Council and/or The Secretary of State for Education

The final stage would be a complaint to Bristol City Council or to the Secretary of State for Education.

Appendix 1 - Stage 1 & 2 dealing with concerns and complaints informally

1) Informal resolution of a concern

We expect that most concerns can be resolved informally through your child's class teacher or the relevant member of staff.

Complaints of harassment, discrimination or bullying are taken very seriously and may need to be dealt with at Stage 2 without action at Stage 1.

Stage 1

2) Who to contact

Where appropriate, concerns should initially be raised as follows:

a) Education issues: if the matter relates to the classroom, the curriculum or special educational needs, please speak or write to the relevant class teacher.

b) Pastoral care: for concerns relating to matters outside the classroom, please speak or write to the class teacher or the Key Stage Leader.

c) Disciplinary matters: a problem over any disciplinary action taken or sanction imposed should be raised first of all with the member of staff who imposed it.

A concern provided in writing will be acknowledged by telephone, fax, e-mail or letter (as you request) within 2 working days of

receipt during term time and as soon as practicable during the holidays. A matter raised orally will not necessarily be acknowledged in writing.

Stage 2

Any concern which has not been resolved by the class teacher within 5 working days during term time should be taken to the Headteacher.

A concern which has not been resolved by informal means within 15 working days should be notified in writing as a formal complaint using the procedure set out in Appendix 2.

Appendix 2 - Stage 3 Formal complaint

1) How to make a formal complaint

If a parent or carer is dissatisfied with the response to the complaint under Stage 1 and/or Stage 2 or it involves dissatisfaction with some aspect of the school management, the complaint should be made under **Stage 3** in writing to **The Chair of the Governing Body**. The full details of the complaint should be set out in writing and sent with any relevant documents and full contact details to the Chair of the Governing Body. The Chair of the Governing Body may assign one or two members of the Governing Body to deal with the

issue and the Headteacher will be involved if this is considered appropriate.

1. The complaint should be made in writing within 5 working days of the response received at Stage 2.
2. This request will be acknowledged within 5 working days during term time and as soon as possible in holiday time, either by text, e-mail, telephone or in writing.
3. The complaint will be investigated as follows:

2) Procedures for dealing with a formal complaint

1. The Chair of Governors may ask one or more Governors to investigate the complaint, with the assistance of a member of the school management team (Headteacher, Deputy Head, subject leader, as appropriate).
2. The investigator(s) may request additional information from you and will probably want to speak to you in person and to any others with knowledge of the circumstances. Written records will be kept of any interviews or meetings relating to the complaint.
3. The investigators will prepare a report for the Chair of Governors.
4. The Chair of Governors will then notify the complainant by formal letter of **the decision and the reasons** for it within 15 working days of the receipt of the formal complaint. Please note that any

complaint made within 10 days of the end of term may take longer to resolve.

Appendix 3 - Stage 4 Complaints beyond the school

If the parent or carer is still not satisfied then a complaint should be made to Bristol City Council using their procedures found at www.bristol.gov.uk or by phoning the Council for advice on how to proceed.

Any complaint to the Secretary of State for Education should be made using the forms and procedure found at www.education.gov.uk