

# All Saints Catholic Primary School



<b>Date:</b>	October 2023
<b>Headteacher</b>	Mr. J Price
<b>Approved by:</b>	All Saints Catholic Primary School Governing Body
<b>Next review date:</b>	October 2025

## COMPLAINTS PROCEDURE

All Saints Catholic Primary School aims to provide pupils and parents with the best possible services. However, from time to time there are occasions when individuals may feel that the quality or level of service provided falls short of what can reasonably be expected. Your continued involvement and goodwill is of great value to us. If you have a complaint, we would like you to tell us about it.

If as a result of a complaint made to All Saints Catholic Primary School, any of the parties involved think it would be helpful to consult with the Governing Body, the Local Education Authority or Archbishops House, they can do so. The role of such organisations will be to facilitate a satisfactory conclusion to the complaint and not to conduct a formal investigation.

All complaints will be dealt with as speedily as possible. The procedure is designed to establish the facts quickly and to deal with the matter fairly.

1. Complaints should be made initially to the Head teacher. If the complaint cannot be satisfactorily resolved there and then, brief written notes of the complaint and the circumstances that led to it should be made and the complainant should sign the notes.

2. These notes should be given to the Headteacher as soon as possible. They will then investigate the circumstances in so far as the school is concerned, notes will be made, signed and dated.
3. The Headteacher will then discuss the matter with the complainant and will attempt to resolve the issues to the satisfaction of all concerned.
4. If this is not possible the complainant will be invited to submit details in writing within 7 days to the Chair of Governors, who will acknowledge receipt of the complaint.
5. The Chair of Governors will investigate the complaint and send a full written reply within 30 days or explain why further time is necessary.

The reply will:-

- a. Set out the complaint so that the complainant can be sure it has been understood.
- b. Describe the events and circumstances surrounding them.
- c. Say whether or not the complaint is deemed to be fair, giving reasons for the decision. It should be noted that if such an admission could have legal/insurance implications the Chair of Governors will have taken legal advice or contacted the insurers before writing.
- d. Apologise on behalf of the School (if the complaint is deemed to be fair) and explain the steps it has taken to avoid it happening again.
- e. Notify the complainant that if he/she is not happy with the decision then he/she must notify the Chair of Governors within 14 days of receiving the reply that he/she wishes to take the matter further.
- f. If the complainant wants to have his/her complaint heard at a Governing Body meeting, he/she will be entitled to bring a friend who can speak for the complainant, as can the person from the school who is the subject of the Complaint (if appropriate) Three members of the Governing Body (excluding the Chair) shall hear the complaint. Both the complainant and the person against whom the complaint has been made shall be allowed to have their say and all previous written notes and the Chair's investigations shall be taken into account. A written decision will be sent to all involved as is described in paragraph 5 a-e.
- g. This decision will be final.

Recording Complaints:

1. If the complaint is resolved at Stage 3 then the matter shall be reported at the next Governing Body meeting of All Saints Catholic Primary School and recorded in the minutes of that meeting.

2. The written records of all complaints will be held by the Chair of Governors, including any written legal or insurance responses and transferred to his/her successor as a 'strictly confidential' file.

Members of the school community will be aware of the existence of this Procedure and have access to it upon request.

All Saints Catholic Primary School procedure in relation to complaints is reviewed and, if necessary, updated annually.

Mr. J Price  
Headteacher  
Oct 2024