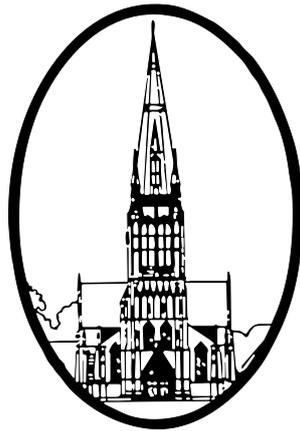


# St. Mary's C. of E. Primary School

'Through God's love, we strive to be the best we can be.'



## Complaints Policy

Revised: January 2017

Review date: January 2019

## Mission Statement and Values

“Through God’s love, we strive to be the best we can be.”

St Mary’s is an inspiring and creative school which fosters a love of learning as well as developing skills for life. We strive to enhance every child’s moral, spiritual, intellectual, social and physical well-being and celebrate every child’s gifts.

As a faith school we hold **love** at the centre of all we do. This and the following values reflect the ethos of our school.

**Respect** – ourselves, each other and our environment

**Courage** – to stand up for what is right, overcome our fears and embrace new challenges

**Truth** – in the choices we make and our dealings with family, friends, school and community

**Hope** – that inspires us to look forward in confidence to a better life for all

### INTRODUCTION

At St Mary’s we work hard to provide a good education for all our children and to build positive relationships with all parents. We realise that issues may arise and we aim to deal with all worries and complaints in a fair, open and honest manner.

It is preferable for everyone if we can resolve any issues informally without having to formalise procedures and section 2 of this policy sets out how you can raise a concern informally. Section 3 of this policy sets out the steps you should take to make a formal complaint to the school governors and how we will deal with it. Section 4 sets out how you can take a complaint further.

We give careful consideration to all concerns and complaints and deal with them as swiftly as possible. We aim to resolve any issues through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues.

### DEALING WITH CONCERNS INFORMALLY

If you are concerned about anything to do with the education that we are providing at our school, please discuss the matter with your child’s class teacher by making an appointment in advance. Most matters of concern can be dealt with in this way. All teachers work very hard

to ensure that each child is happy at school, and is 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.

If you feel that a situation has not been resolved through contact with the class teacher, or if your concern is of a sufficiently serious nature, you should make an appointment to discuss it with the relevant key stage leader.

If you are still concerned you should make an appointment to discuss the issue with the Headteacher. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved before reaching this stage or following discussion with the Headteacher.

If you have a concern about the Headteacher, you should make an informal approach to one of the members of the governing body. The governor in question will do all s/he can to resolve the issue through a dialogue with the school, but if you are unhappy with the outcome, you can make a formal complaint, as outlined below. A list of governor names and contact details are available from the school office and on the school website.

## **MAKING A FORMAL COMPLAINT TO THE SCHOOL GOVERNORS**

You should only make a formal complaint to the governing body if you have not been able to resolve the issue informally following the steps outlined above.

In this case you should write to the chair of governors, care of the school office, stating the nature of the complaint and how the school has handled it so far. The Chair of Governors name can be found on the school website.

The governing body will consider all written complaints within three weeks of receipt.

The governors will decide whether it would be helpful to meet with you to try and resolve the complaint. Any such meeting will be at a mutually convenient time and place, and you are welcome to ask someone to accompany you to the meeting. The governors may also invite the Headteacher and members of staff directly involved in the matters you have raised. Alternatively the governors may arrange a separate meeting with members of staff.

After hearing all the evidence, the governors will consider their decision and will inform you about it in writing.

The governors' aim is to resolve the complaint where possible and to achieve reconciliation between you and the school. Sometimes it may only be possible to establish the facts and to make recommendations about future actions.

## TAKING MATTERS FURTHER

If you do not feel that your complaint has been satisfactorily resolved by following the steps set out in Section 3, you may appeal to the Secretary of State for Education. Details of how to do this are set out on the website of the Department for Education:

<https://www.gov.uk/complain-about-school>

You can also contact Ofsted. While the Department for Education will deal with complaints relating to your child, e.g. decisions about their education or exclusions. Ofsted can look into complaints about the whole school, e.g. the quality of education or poor management.