



## **Holy Spirit Catholic Primary School** **Complaints Policy**

This policy should be read in light of our Mission Statement that states:

**As a Catholic community, we endeavour to nurture all our relationships. We try to do this by following the example and teachings of Our Lord Jesus Christ.**

### **PROCEDURES FOR DEALING WITH COMPLAINTS**

At Holy Spirit Catholic Primary School we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially.

We believe that a close partnership between the school, parents and pupils is essential to ensure pupil progress and well-being.

Through our programme of meetings between parents and teachers, as well as through informal contact, we provide opportunities for parents to raise matters of concern – about the curriculum or more general issues. If a concern is not resolved through discussion with a teacher, the parent or the teacher can refer it to the headteacher.

Complaints from members of the public should be made directly to the headteacher.

The headteacher will offer a meeting with the parent or other complainant, as far as possible at a mutually convenient time. At that meeting, and through discussion, the headteacher will seek an outcome that is acceptable to all parties involved.

If the headteacher is unable to resolve the complaint within 10 school days, or is the subject of the complaint, the headteacher or the complainant can refer it to the Chair of Governors.

The Chair of Governors will ask for the complaint to be put in writing. It is helpful if the complainant can set out their concern in detail, but this is not essential. The chair of governors will arrange a meeting of the complaints panel of the governing body, as far as possible at a time convenient to all parties, within 15 school days. The complainant, the headteacher and any member of staff about whom there are complaints will be invited to the meeting. Any person invited can bring a friend or supporter if they wish.

If the complaint is complex, the Chair of Governors can appoint an investigating officer to gather evidence and conduct preliminary interviews. The investigating officer will then support the complaints panel in hearing the case.

The complaints panel will consider any written material, and also give the person making the complaint and the headteacher and staff an opportunity to state their case and to question the other side. The chair of the panel will ensure that all present are treated fairly.

The panel will give a decision as soon as possible after the hearing, and will confirm it in writing, along with the reasons for their decision.

The policy is also available in the following formats, on request to the headteacher: email; enlarged print version; other formats by arrangement.