



English Martyrs Catholic Primary School

'Walking with Jesus – God's love in action'

Complaints Policy

Statutory Policy

This Policy Will Be Reviewed Every 3 Years

Date Ratified by Governors: Summer 2015

Date of next intended review: Summer 2018

Equality & Diversity

We have considered the impact on equality and diversity on this policy and judge the impact to be neutral.

MISSION STATEMENT

English Martyrs Catholic Primary School offers distinctive Catholic education within a caring Christian community where everyone feels loved and valued, confident and secure.

We believe that each person is precious and gifted, unique and loved by God.

With Christ as our inspiration we work in partnership to create a challenging, effective and exciting

learning environment where everyone is encouraged to embrace opportunity

Learning and Teaching

We provide an exciting, creative and effective learning environment, recognising and responding to individual learning styles. We aim to help each child experience success and to embrace every opportunity by providing the highest standard of education and care.

Children take responsibility for and participate fully in their own learning.

Our curriculum will be both balanced and spiritually based and will fulfil all statutory requirements.

Catholic Life of the School

We recognise God in all aspects of our mission. Specifically we will help children to develop their personal relationship with God. We will deliver high quality learning and teaching in religious education rooted in Catholic values and beliefs. We encourage respect for and understanding of other faiths and beliefs. The school environment will speak of Jesus Christ at the heart of our community. Children will be given opportunities to participate in creative and varied worship appropriate to their age and understanding.

We are an integral part of the parish and will play an active part in its life.

Relationships

We will help each member of the school community to recognise that we are all precious in God's eyes. We will show love and respect for each other. We will give to each other the affirmation we all need and will try to respond to each other's needs.

Parents

We will work to achieve a creative partnership between parents and school which recognises our different responsibilities in the education of the children.

We will communicate effectively with all parents. We will establish a bond of trust, building a partnership which nurtures the children's learning, spiritual development and pastoral care.

Community Cohesion

We will be an integral part of the local community. We will increase the children's awareness of wider world issues. We will develop their sense of responsibility for and involvement in both of these.

We will ensure that our community life witnesses our Christian values and beliefs in all that we do and say.

Walking with Jesus – God's love in action

Disability

We are a Catholic school. Through all our endeavours we aim to recognise the presence and power of Jesus Christ at the very centre of our existence. As we seek to fulfil the educational needs of the children we strive to live and act according to His will in all that we do and say. We will help each member of the school community to recognise that we are all precious in God's eyes. We will show love and respect for each other. We will give to each other the affirmation we all need and will try to respond to each other's needs.

We aim to help each child experience success and to reach their full potential by providing the highest possible standard of education.

At all times and in all areas of school life every reasonable measure will be taken to ensure that each member of this school community is enabled to participate as fully as possible, and achieve success and recognition appropriate to age, understanding and any disability.

COMPLAINTS PROCEDURE

Our school values its relationship with pupils and parents and encourages those with concerns regarding their child's education or the service we provide to contact the school with aim of resolving the issue or concern.

However, where a parent wishes to make a complaint it will be treated seriously and managed in a formal procedure.

If you are worried about something concerning your child at school you should first ask to discuss the difficulty with your child's teacher. You can do this by phoning the school, writing a letter or making an appointment to meet.

It may be suggested to you by your child's teacher that it would be more appropriate for you to talk with another senior member of staff, in which case you should do this.

If, however, having spoken with a teacher you are still dissatisfied you should then meet the Headteacher.

ENGLISH MARTYRS CATHOLIC PRIMARY SCHOOL

As in any organisation or community, misunderstandings can from time to time arise which may lead to a parent wishing to express some concern. A concern is not a complaint and should not be treated as such by the parent or school. Only a very small number of concerns raised by parents need to be investigated using the formal procedure. **Any concern should always be raised with the Headteacher in the first instance where every effort should be made to resolve the difficulty.** When concerns are addressed and resolved there should be no need for a formal complaint. An initial request for action or an enquiry is not a complaint. However, failure to respond could give rise to a complaint.

This leaflet explains what parents can do if a query or concern that has been raised with the Headteacher and has not been responded to in a manner that satisfies the parent.

A number of other procedures already exist. There are special arrangements for dealing with the following matters which must not be dealt with under the complaints procedure.

The existing special arrangements are for dealing with:

- Complaints about what your child is taught at school (the curriculum), the school's charging policy, religious education and collective worship, and the school's provision of information.
- Appeals against decisions about your child's special educational needs.
(A Tribunal has been established to deal with complaints of this nature. The school or Local Authority will be able to give you details.)
- If you are not offered a place in the school of your choice, or if your child is suspended or excluded from school.
(The school will tell you how to appeal if these situations arise.)
- If you think your child has been given an incorrect grade in a public examination.
(You can ask the school to question the result with the examinations board.)

In all other cases you should follow the procedures outlined in this policy.

FIRST – THE HEADTEACHER

1. The parent should submit their complaint in writing or by using the School Complaint Form (see attached Appendix A). Where a complaint is received by telephone or in person then a record will be taken. The letter/form should contain as much detail as possible.
2. The complaint will be acknowledged in writing within 5 school days stating which member of staff will be managing the complaint.
3. Within a further 20 school days an investigation of the complaint will be undertaken.
4. Within 5 school days of completing the investigation the parent will receive a copy of the report and the headteacher's decision, or notification that the headteacher will investigate further.
5. The parent will be invited to attend a meeting to discuss the report, if they wish, at a time convenient to them. There is no time limit to this.

SECOND – THE ACADEMY COUNCIL

Most complaints will have been resolved by this stage but, if you are still unhappy, the next stop is a formal complaint to the Academy Council.

You should now put the complaint in writing. If this is difficult ask a friend to help.

Send the completed form, or your letter, to the Chair of the Academy Council. Try to keep a copy of the form or letter, it may help you later. The Chair will let you know who will investigate your complaint and how they will deal with it.

Normally about three members of the academy council will be involved. They will hold a meeting to discuss your complaint. The meeting will usually be held within 20 days of the day the Chair receives your form or letter.

You will be invited to go to the meeting so that you can talk about your complaint in more detail. You can take a friend or representative with you if you wish. You will be given at least 3 day's notice of the meeting. Every effort will be made to see that the date and time is convenient for you.

After the meeting, even if you have attended, the governors will write to you within one working day of the meeting and tell you the result. This will tell you of any action taken or to be taken.

The decision of the Complaint Committee is final.

THIRD – THE DIOCESE

If you are still dissatisfied, or if you do not feel you can complain to the headteacher or the academy council, you can ask the Diocese to carry out an investigation.

You should write to:

The Schools' Adviser
The Diocese of Leeds
Hinsley Hall
62 Headingley Lane
Leeds, LS6 2BX

It will help if you can enclose your original complaint form or letter and any other papers.

The Schools' Adviser will appoint someone to investigate your complaint. It will not be a person who has a connection with the school as, for example, a governor or teacher.

The complaint will normally be investigated within 20 school days. The person appointed to carry out the investigation will arrange to meet with you. You will be given at least 3 day's notice of the meeting and you can take a friend or representative with you.

The Diocesan representative will eventually write to you to tell you the result of the investigation. The Diocese may then make recommendations to the governors.

The parent can submit a complaint to the Local Authority only on the grounds that the school did not follow its published procedure. The Local Authority will not investigate the parent's original complaint against the School.

Where the complaint refers to the Headteacher, the Chair of the Academy Council will investigate the complaint.

The Secretary of State

If you are still not happy you can address your complaint to:

The Secretary of State,
Department for Education,
Sanctuary Buildings,
Great Smith Street,
LONDON
SW1P 3BT

You should put your complaint in writing and enclose copies of your original complaint and any other relevant papers.

Appendix A COMPLAINT FORM

When you have filled in this form, take it or send it for the attention of the Headteacher in the first instance. (If the complaint is regarding the Headteacher then send the form to the Chair of the Academy Council (Name and address are available from the school office).

Please continue on a separate sheet of paper if necessary.

1. **Name** _____

2. **Address** _____

3. **Telephone number: at home:** _____ **at work:** _____

(If you do not have a telephone but can be contacted through a friend or neighbour please give their name and telephone number)

4. **Name of school** _____

5. **Brief details of the problem** _____

6. **To what date or period of time does your complaint relate?** _____

7. **To whom have you already complained informally and when?** _____

8. **Please give details of any more information you have to back up your complaint, such as letters or reports. If you cannot send photocopies, please send your original paper, which will be photocopied and returned to you.**

9. **Do you have a solution that you wish to suggest?** _____

Signed _____

Date _____

English Martyrs Catholic Primary School

<i>Complaints Policy</i>

Signed on behalf of the Governing Body

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Date

Signed by the Headteacher

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Date