

## **ST THOMAS MORE CATHOLIC PRIMARY SCHOOL COMPLAINTS POLICY**

This complaints procedure shall refer to the handling of complaints about the school curriculum related matters, general management of the school, Religious Education and acts of collective worship. Should you have any complaints or concerns about your child's education or behaviour, please speak to your child's class teacher in the first instance. Should you receive complaints about the school from another parent/carer/visitor, please advise them to contact the school directly. The following procedure refers to the **handling of complaints** as mentioned above.

- 1 All complaints relating to the internal organisation and the running of the school should, in the first instance, be referred to the Headteacher. The Governing body should not seek to become involved until the Headteacher has had the opportunity to deal with the issue.
- 2 If the Complainant is still not satisfied, the Headteacher should inform them of the right to refer their complaint to the Clerk of the Governing Body, in writing.
- 3 The Clerk should acknowledge receipt of the complaint promptly and:
  - A: Inform the Chairman of the necessity to convene a meeting of the Complaints Sub-Committee
  - B: Send a copy of the Complaint to all Governors
  - C: Arrange for a meeting of the Complaints Sub-Committee within ten days. The Complaints Sub-Committee shall consist of three governors selected by the Chairman.
- 4 The Complainant should be invited to attend together with a supportive friend. The Complainant should be informed that any written evidence should be presented prior to the meeting. (This evidence shall be copied and sent to all members of the Sub-Committee). The Complainant should be informed that they may bring witnesses.
- 5 After the Complainant and the respondent have had the opportunity to present the facts, they should withdraw from the meeting, to allow the Sub-Committee to consider all the facts and make a decision.
- 6 Both the Complainant and the Respondent should be present to hear the decision of the Sub-Committee. The Complainant shall be informed of their right of Appeal. The decision shall be confirmed in writing to both parties and to the Chairman of Governors if not a member of the Complaints Sub-Committee.
- 7 If the complainant is still not satisfied, notice of appeal shall be made in writing to the Clerk of the Governing body, within seven days.
- 8 The Appeals Committee shall consist of the full governing body LESS the members of Complaints sub-committee who heard the original complaint.
- 9 The Appeals Committee shall be convened within fourteen days to hear the appeal.
- 10 The procedure to be followed will be that as stated in Paragraphs 4,5 and 6 above.
- 11 The Complainant shall be informed of a further right of Appeal to the Secretary of State for Education.

**NOTE:** This second Appeal may be undertaken by an Ombudsman, should the appointment of one be essential by that time. This would constitute a revision policy and all parents should be informed by circular letter.

It is recommended that should the Complainant have reference to Religious Education or Acts of collective worship, then any member of the Clergy, who is governor of the school will be invited to attend the Complaints Sub-Committee hearing either as a Member of the Sub-Committee or a witness.

**Review Date:** June 2018

**Next Review Date:** June 2019

Signed: \_\_\_\_\_ Position: \_\_\_\_\_