



Our Lady of Muswell Catholic Primary School

One community
Love of Learning
Making time for God

Complaints Policy and Procedures
Complaints Co-ordinator - Deputy Head Teacher*

Agreed: December 2018

Date for Review: December 2019

General principles:

At Our Lady of Muswell, we take informal concerns seriously and make every effort to resolve the matter as quickly as possible. It is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. This procedure is intended to allow you to raise a concern or complaint relating to the school or the services that we provide. The document has been written with reference to the Dfe guidance document '[Best practice advice for school complaints procedures 2016](#)'

Any person, including members of the general public, may make a complaint about any provision of facilities or services that a school provides, unless separate statutory procedures apply (such as exclusions or admissions).

An anonymous concern or complaint will not be investigated under this procedure unless there are exceptional circumstances.

To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than three months after the event, being complained of, will not be considered.

Governors and Staff responsible for dealing with concerns and complaints should be familiar with the following documents:-

- DfE - Best practice advice for school complaints procedures 2016
- OLM – Guidance for dealing with concerns and complaints

School Complaints Procedure

Raising a concern or complaint

Informal stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information, and it is anticipated that most complaints will be resolved at the informal stage.

In the case of serious concerns or complaints, it may be appropriate to address them directly to the Complaints Co-ordinator. (or to the chair of the governing body if the concern is about the head teacher).

If you are uncertain about who to contact, seek advice from the school office or the clerk to the governing body.

Formal stage

In the rare cases that your concern or complaint is not resolved at the informal stage, you may choose to put the complaint in writing and pass it to the Complaints Co-ordinator, who will be responsible for ensuring it is investigated appropriately. If the complaint is about the head teacher, your complaint should be passed to the clerk to the governing body, for the attention of the chair of the governing body.

A complaint form is provided to assist you.

You should include details that might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Pass the completed form, in a sealed envelope, to the school office. The envelope should be addressed to the Complaints Co-ordinator or clerk to the governing body, as appropriate.

The Complaints Co-ordinator (or chair) may invite you to a meeting to clarify your concerns and explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Complaints Co-ordinator (or chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case, you should learn in writing, usually within five days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible, and when it has been concluded, you will be informed, in writing, of its conclusion.

School Complaints Procedure

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the clerk to the governing body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A review request form is provided for your convenience.

Review process

Any review of the process followed by the school will be conducted by a panel of three members of the governing body. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

Our Lady of Muswell Meeting Request Form

Please complete this form and return it to the school office.

I wish to meet _____ [insert name of the member of staff]

to discuss the following matter:

Brief details of topic to be discussed:
Dates/times when it would be most convenient for a meeting:

Your name:

Relationship with school (eg parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your address:

Telephone numbers

Daytime: Evening:

Email address:

Signed Date

School use:

Date form received:

Date response sent:

Received by:

Response sent by:

Our Lady of Muswell Formal Complaint Form

Please complete this form, and return it to the school office or to the Complaints Co-ordinator who will acknowledge its receipt and inform you of the next stage of the procedure.

Your name:

Relationship with school (eg parent of a pupil on the school roll):

Pupil's name (if relevant to your complaint):

Your address:

Telephone numbers

Daytime: Evening:

Email address:

Please give concise details of your complaint (including dates, names of witnesses, etc) to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents if you wish.

Number of additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? (ie who have you spoken with or written to, and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

School use:

Date form received:	
Received by:	
Date acknowledgement sent:	
Acknowledgement sent by:	
Complaint referred to:	
Date:	

Our Lady of Muswell Complaint Review Request Form

Please complete this form, and return it to the Complaints Co-ordinator (or clerk to the governing body) who will acknowledge its receipt and inform you of the next stage of the procedure.

Your name:

Your address:

Telephone numbers:

Daytime: Evening:

Email address:

Dear Sir/Madam

I submitted a formal complaint to the school on, and I am dissatisfied by the procedure that has been followed.

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and the response(s) from the school. I am dissatisfied with the way in which the procedure was carried out, because

You may continue on separate paper, or attach additional documents if you wish.

Number of Additional pages attached =

Signature:

Date:

School use

Date form received:	
Received by:	
Date acknowledgement sent:	
Acknowledgement sent by:	
Request referred to:	
Date:	