



VENERABLE EDWARD MORGAN CATHOLIC PRIMARY SCHOOL

COMPLAINTS PROCEDURE POLICY

This Document is a statement of intent within Venerable Edward Morgan. It was developed through a process of consultation with Key stakeholders and in correspondence with the School's planning and review schedule.

This sets out a framework by which to work.

Approved On:	25th September 2017
Next Review:	September 2018
Signed:	D L Mackie

“LOVE AND SUPPORT IN ALL WE ARE TAUGHT.”
“CARIAD A CHEFNOGAETH YM MHOPETH RHYDAN NI’N
DDYSGU.”

Catholic schools are staffed by teachers who are not only qualified and expert in their own field but who, also, have become teachers because they care for children and wish to help them in every way possible.

Nevertheless, as in any organisation, 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 the 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.

This policy explains what parents can do if a query or concern that has been raised with the Headteacher has not been responded to in an appropriate manner.

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 social arrangements are for dealing with –

- ❖ Complaints about what your child is taught at school (the National Curriculum), the school's charging policy, religious education and collective worship, and the school's provision of information.

(The school's prospectus will give you details of the arrangements. In each case, however, you should first discuss the problem with the Headteacher.)

- ❖ 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 Education 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).

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

FIRST – THE HEADTEACHER:

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

It may be suggested to you by the Headteacher that it would be more appropriate for you first, to talk with another senior member of staff, or one of the teachers, in which case you should do this.

If, however, having spoken with a teacher or, for example, the Deputy Headteacher, you are still dissatisfied you should then ask to meet the Headteacher.

SECOND – THE GOVERNORS:

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

You should now put the complaint in writing by writing a letter.

Send your letter, to the Chairman of Governors at the school. Try to keep a copy of the letter, it may help you later. The Governors will let you know who will investigate your complaint and how they will deal with it.

Normally about three Governors will be involved. They will hold a meeting to discuss your complaint. The meeting will usually be held within twenty days of the day the Chairman 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 three 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 and tell you the result. They will tell you of any action taken or to be taken.

THIRD – THE DIOCESE:

If you are still dissatisfied you can ask the Diocese to carry out an investigation. You should write to –

Mrs. R. Price – Diocesan Director of Schools
Bishop's House,
Sontley Road,
Wrexham
LL13 7EW

The complaint will normally be investigated within twenty school days. The person appointed to carry out the investigation will arrange to meet with you. You will be given at least three days 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.