



Let it be known that all who enter here that Christ is the reason for this school, the unseen but ever present teacher in its classes, the model for its children, the inspiration for its staff.

We aim to be a Christian community and witnesses to Christ, where all can experience and grow in Christian love, through God's word and the gifts of His sacraments, and through prayer and personal example

Complaints Policy

The Governors of St. George's Catholic Primary School have adopted such procedures and arrangements, and details are available upon request.

1. This policy specifies arrangements for dealing with other general complaints, whether from individuals or groups. This guidance does not cover those matters already provided by existing statutory procedures, which include; admissions to school, exclusions, special educational provision, school organisation, curriculum, grievances by staff and child abuse.
2. The Governors expect that general complaints relating to the school will in the first instance be dealt with in informal discussion with relevant members of staff up to and including the Headteacher.
3. If still dissatisfied, the person concerned may then submit a formal complaint to the Headteacher in writing. This should make clear that it is a formal complaint and should specify its nature as exactly as possible.
4. The Headteacher will consider any such formal complaint as quickly as possible. If, in his/her view, the complaint falls outside the scope of these procedures, the Headteacher will advise the complainant of any other recourse he or she may have.
5. If it is clear that investigation of the relevant complaint will take some time, the Headteacher will notify the complainant of the fact, and of progress during consideration of the complaint.

Following consideration of the complaint, the Headteacher will inform the complainant of:

- a) the decision that he/she has reached, and the reason for it;
 - b) any action taken or proposed, including details of any request made to those complained against to take particular actions to resolve the complaint.
6. If a serious complaint is made against the Headteacher the complainant should submit a formal complaint to the Chairman of Governors. The Chairman of Governors should be the first person to approach only in cases which could involve disciplinary or legal action against the Headteacher. Governors approached by a complainant should refer him or her to the Headteacher or the Chairman of Governors as appropriate.
 7. If the complainant is dissatisfied with the Headteacher's response, the complainant should be advised of his or her right to make a formal complaint to the Chairman of Governors and how it can be made.

8. In the event of a formal complaint being made to the Governing Body, the Chairman should take care that no Governor can be accused of prejudice by ensuring that:
- a) an individual Governor does not deal with the complaint;
 - b) the complaint is quickly referred to the Headteacher if complaint procedures at school level have not been exhausted;
 - c) a special Complaints Committee is established to consider formally an appropriate complaint in certain cases, the matter may need to be considered by the Personnel Committee;
 - d) the complaint is not reported to the whole Governing Body until it is resolved and then not in detail (individual complaints should not be raised at full meetings of the Governing Body);
 - e) if an individual Governor has initially taken up a complaint on behalf of an individual or group, he/she should not take part in any formal hearing of a complaint.
9. Normally, a meeting of the Complaints Committee will be held within 15 school days of the receipt of the formal complaint by the Governing Body. (The Committee will consist of three Governors, excluding any member of the school staff, and it should be clerked.)

The complainant will be given 5 school days' notice of the date, time and place of the meeting.

10. The complainant may make his/her representation in writing or in person, accompanied by a friend if so desired.

The Headteacher, accompanied by a friend or representative if he/she so wishes, may make representations to the Committee but shall be precluded from the decision regarding the complaint.

11. Where the complainant chooses to attend in person, the usual order of proceeding shall be as follows:
- a) The Chairman of the Complaints Committee will welcome the complainant, any representative and introduce those present.
 - b) The complainant will be asked to restate the nature of the complaint.
 - c) The complainant may be asked questions by the Committee and by the Headteacher.
 - d) The Headteacher will be asked to make a statement to the Committee regarding the matter complained of and may be asked questions by the Committee or by the complainant.
 - e) The complainant may, if he or she chooses, summarise the complaint. The Headteacher may summarise the school response.
 - f) The Headteacher, complainant and any friend or representative they have brought will be asked to leave.

12. The Committee shall consider the complaint and any relevant information or factors. They shall only reach a decision after the Headteacher and, where relevant, the complainant and any friend or representative of either individual, have withdrawn. The Committee shall decide:
 - a) to reject the complaint;
 - b) to uphold the complaint; or
 - c) to investigate the complaint further.
13. The Clerk to the Committee shall inform the complainant and the Headteacher in writing within 5 school days;
 - a) of the decision reached by the Committee and the reasons for the decision. If the Committee decides that the complaint falls outside the scope of these procedures, the Clerk will inform the complainant of any further recourse he or she may have.
 - b) of any action taken or proposed if the complaint was upheld, including details of any request to those complained against to take particular actions to resolve the complaint. Where the complainant is dissatisfied with action taken or proposed to remedy the complaint, he or she may wish to pursue the matter further with the Headteacher or the Committee as appropriate.
14. Where under paragraph 12 the Committee decides to investigate the complaint further, the Clerk shall inform the complainant of the steps to be taken and of the progress made. Any subsequent meeting of the Committee shall be subject to the provisions described above in so far as they are relevant.
15. If the complaints procedure has been followed hopefully there will be a successful outcome. If, however, the complaints procedures become protracted and the complainant remains dissatisfied, the Chair of the Governing Body is able to inform the complainant in writing that the procedure had been exhausted and the matter is now closed.
16. If you have any questions about the procedures described above, you may wish to contact the Headteacher or the Clerk to the Governing Body who will be able to advise you further.

A copy of this policy is available on request from the School Office.

It was presented to the Curriculum Committee on 13th March 2013

It was agreed by the Governing Body on 20th March 2013

Review date June 2017