

## **ST JOSEPH'S CATHOLIC ACADEMY**

**A Leading Edge Technology & Applied Learning College**



## **POLICY ON COMPLAINTS**

*Last reviewed by Governors March 2017*

## St. Joseph's Catholic Academy

### Complaints Policy & Procedure

#### **Status**

Statutory

#### **Purpose**

The school's values are concerned with meeting the needs of students, staff, parents and others who have a stake in the school. The governing body believes that regular feedback is an important ingredient in self-improvement and raising standards. Students, parents/carers or other adults who have concerns or complaints should feel that they can be voiced and will be considered seriously. All complainants have the right to submit their complaint in writing to the headteacher, or if the complaint is about the headteacher to the Chair of Governors. If making the complaint in person, complainants may be accompanied when making the complaint, and students may be accompanied by a parent or another adult.

The following principles underpin this policy:

- there is a difference between a concern and a complaint (a concern is likely to require discussion between teacher, student and parent - if the concern is not resolved by that means then it could become a complaint)
- a complaint is likely to arise when there are issues of physical or emotional well-being and security or when the school's stated values or aims appear to have been ignored
- an alleged breach of the law will often lead to a complaint
- the school will seek to resolve complaints by informal means wherever possible
- should investigations be deemed necessary, they will be full, fair and carried out quickly
- the relevant parties will be kept informed of progress and the decisions reached
- every effort will be made to respect confidentiality
- parents, carers, students, staff and members of the local community have been consulted in drafting this policy.

#### **Relationship to other policies**

This policy should be read in conjunction with all other school policies.

#### **Roles and responsibilities of headteacher, other staff, governors**

The **headteacher** will ensure that:

- the complaints policy and the procedures are made known to appropriate stakeholders via the school prospectus
- all complaints are dealt with in the first instance by the headteacher or a member of the leadership team who will document the complaint, acknowledge in writing within three days of receipt and consult with all those directly concerned
- the complainant receives an explanation of the action taken within ten working days following the complaint.

All **staff** are expected to encourage students, parents and carers who have concerns to follow the complaints procedure.

The **governing body** will ensure the following:

- If a complainant is not satisfied with the action taken by the headteacher, then the chair of governors will hear the complaint. On receipt of the complaint the chair of governors will inform the headteacher, investigate the complaint, and write to the complainant explaining the action taken.

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### **Complaints Policy & Procedure**

- Where the complaint is against the headteacher, the complainant may wish to contact the chair of governors first.
- If the complainant is not satisfied with the decision of the chair of governors then a formal complaint may be made to the governing body through the clerk to the governors. Within 15 working days of receiving the written complaint, a Complaints Committee will meet to consider it. The complainant will be given seven working days' notice of the meeting, and may take a friend or other person to provide support at the meeting. Within seven days of that meeting, the complainant will be informed of the decision, the reasons for it, and any action to be taken by the school. The decision of the Complaints Committee is final.
- Where a complainant considers that the school is not complying with the legal requirements in respect of a student's education, then the Diocesan Commission and LA can provide the complainant, the governors or the headteacher with further advice.
- Where a complaint is about the governing body, this can be referred to the Diocesan Commission and the LA. If that fails to produce a satisfactory response, it can then be referred to the Secretary of State. If the complaint is upheld and the governing body fails to follow the directions of the Secretary of State, the judgement may be legally enforced.

#### **Arrangements for monitoring and evaluation**

All complaints and the action taken will be documented and a summary included in the headteacher's termly report to the governors, with advice on any implications for policies.

**Date of next review:** December 2018 (Autumn Term meeting)

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**Appendix 1: Record of Complaint** *(to be completed by the school)*

**Name of Complainant**..... **Date.** ..... **Time** .....

**Name of Senior member of staff** (other than the Headteacher) .....

**Nature of complaint**

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**Investigation**

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**Outcome of investigation:**

Persons present: .....

Date ..... Time .....

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**Complainant's response:**

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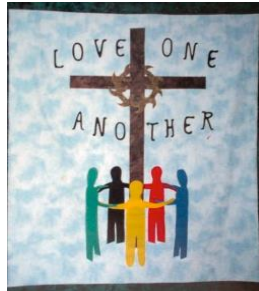
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**Referral to Chairman of Governors (if applicable)**

Date .....

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**OUR SCHOOL MISSION STATEMENT**

***Inspired by Christ's love for all people, our mission is to provide the highest standard of Christian education with particular emphasis on the faith and teaching of the Roman Catholic Church throughout the school.***

**OUR SCHOOL AIMS**

Our central aim is to create an atmosphere of Christian values, attitudes, practice and knowledge in which the spiritual, moral, cultural, mental and physical development of every student can flourish, and which encourages them to strive for the highest standards in all endeavours, so that they may achieve enjoyment and success and become equipped for both this life and the one to come.

***Our School Prayer***

Lord, help us to become the people you want us to be.  
In our school, may there be prayer, learning and humour,  
hard work, faith and friendship.  
May we respect everyone we meet,  
use our gifts and encourage each other.  
Send your angels to guide us  
and let your peace be with us and our families always.  
We ask all these things through Christ our Lord,

***Amen***