

St. Anne Line Catholic Junior School



Complaints Policy

Reviewed : October 2017



Complaints Policy

**Wickhay,
Basildon
Essex. SS15 5AF**

Date of Policy:	October 2017
Date last review adopted by Governing Body:	October 2015
Date of next review:	October 2020

**With Jesus, through the St Anne Line Way,
We Love, We Learn, We Share, We Pray.**

Together, we grow Our School each day

Introduction

We believe that our school provides a good education for all our children, and that the Headteacher and other staff at St. Anne Line Catholic Junior School work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

Aims and Objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

The Complaints Process

- If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, complete a blue form (available from the school office) to arrange an appointment to discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.
- Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Deputy Head Teacher. The Senior Leadership Team considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.
- If the Deputy Head feels that the Head Teacher needs to be informed or involved, regarding the matter, this will take place for the next line of communication.
- Should a parent have a complaint about the Headteacher, she/he should first make an informal approach to one of the members of the Governing Body, who is obliged to investigate it. The Governor in question will do all she/he can do to

resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, she/he can make a formal complaint, as outlined below.

- **Only** if an informal complaint fails to resolve the matter by the Deputy Head or the Head Teacher, should a formal complaint be made to the Governing Body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.
- The Governing Body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that she/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.
- After hearing all the evidence, the Governors consider their decision and inform the parent about it in writing. The Governors do all they can at this stage to resolve the complaint to the parent's satisfaction.
- If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.
- If any parent is still not content that the complaint has been dealt with properly, then she/he is entitled to appeal to the Secretary of State for Education.

Monitoring and Review

- The Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

Saint Anne Line Catholic Junior School is a level one Rights' Respecting school. At the heart of our school is the Convention for the Rights of the Child (CRC). This is evident in our planning, policies, practice and ethos.

- **Standard A: Rights-respecting values underpin leadership and management**
The best interests of Saint Anne Line pupils are a top priority in all actions. The values and principles of the CRC at the heart of this policy.
- **Standard B: The whole school community learns about the CRC**
The Convention is made known to children and adults. They use this shared understanding to work for global justice and sustainable living.
- **Standard C: The school has a rights-respecting ethos**
Children and adults collaborate to develop and maintain a rights-respecting school community, based on the CRC, in all areas and in all aspects of school life.
- **Standard D: Children are empowered to become active citizens and learners**
Every child has the right to say what they think in all matters affecting them and to have their views taken seriously. Saint Anne Line pupils develop the confidence, through their experience of an inclusive rights-respecting school community, to play an active role in their own learning and to speak and act for the rights of all to be respected locally and globally.