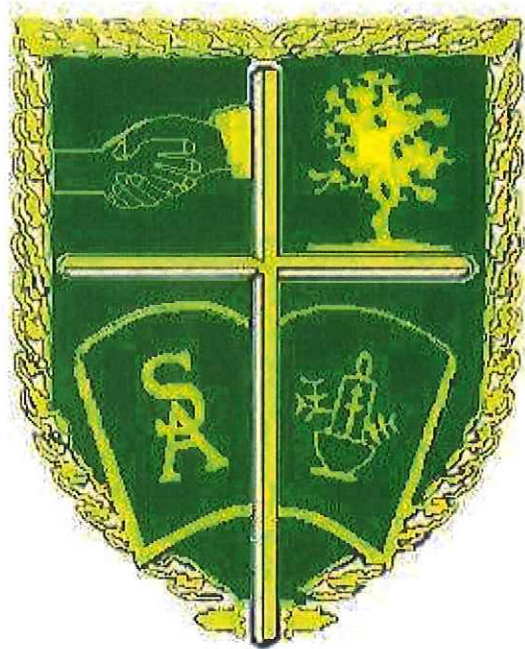


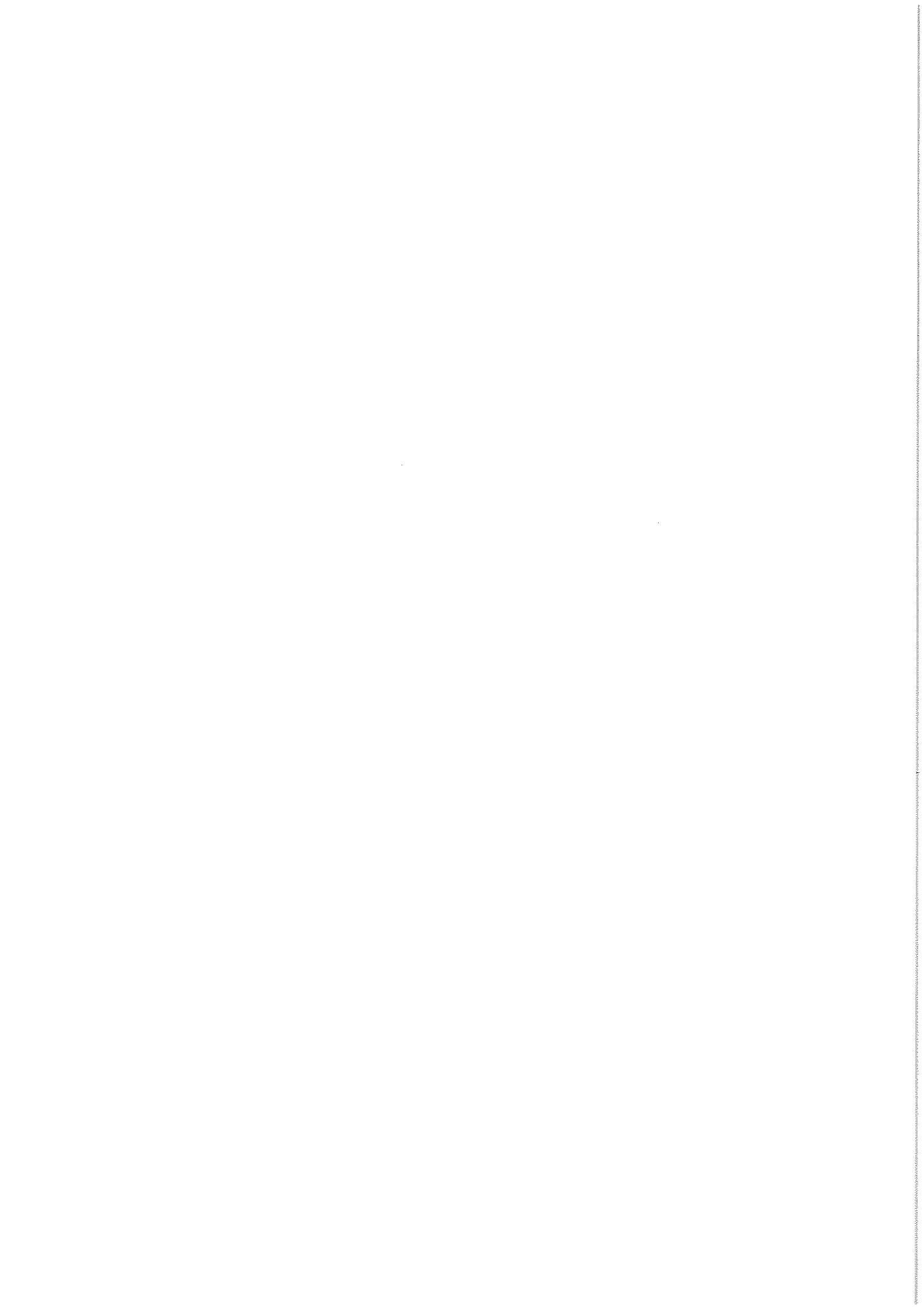
St Antony's Catholic Primary School



COMPLAINTS POLICY

*Learning together
in
God's love*

Reviewed & Agreed by staff: September 2016
Agreed by Governors: January 2017
Review date: September 2019



St. Antony's Catholic Primary School Complaints Policy

Our Mission Statement

At St. Antony's Catholic School we celebrate our special talents as children of God:

- We try to be like Jesus and always keep him in our hearts.
- We work together in our homes, school and parish to share our gifts and learn together.
- We understand that we are all different but we respect each other.
- We look after our world so that we may share it together in peace.

St Antony's Catholic Primary School is part of the multi-cultural London Borough of Newham. We value our Christian heritage and respect the cultures and faiths of all our neighbours.

We aim to:

- Have a good working relationship between home, parish and school in order that the children are prepared to take their part in the wider community with confidence and purpose;
- Provide a caring and supportive environment for all people in, and associated with, the school;
- Ensure that the curriculum is sound and well-balanced;
- Raise levels of pupil achievement and maintain high standards of teaching and learning across the curriculum;
- Foster and sustain a deep and lasting love and commitment to the person of Jesus.

To achieve these aims, we will:

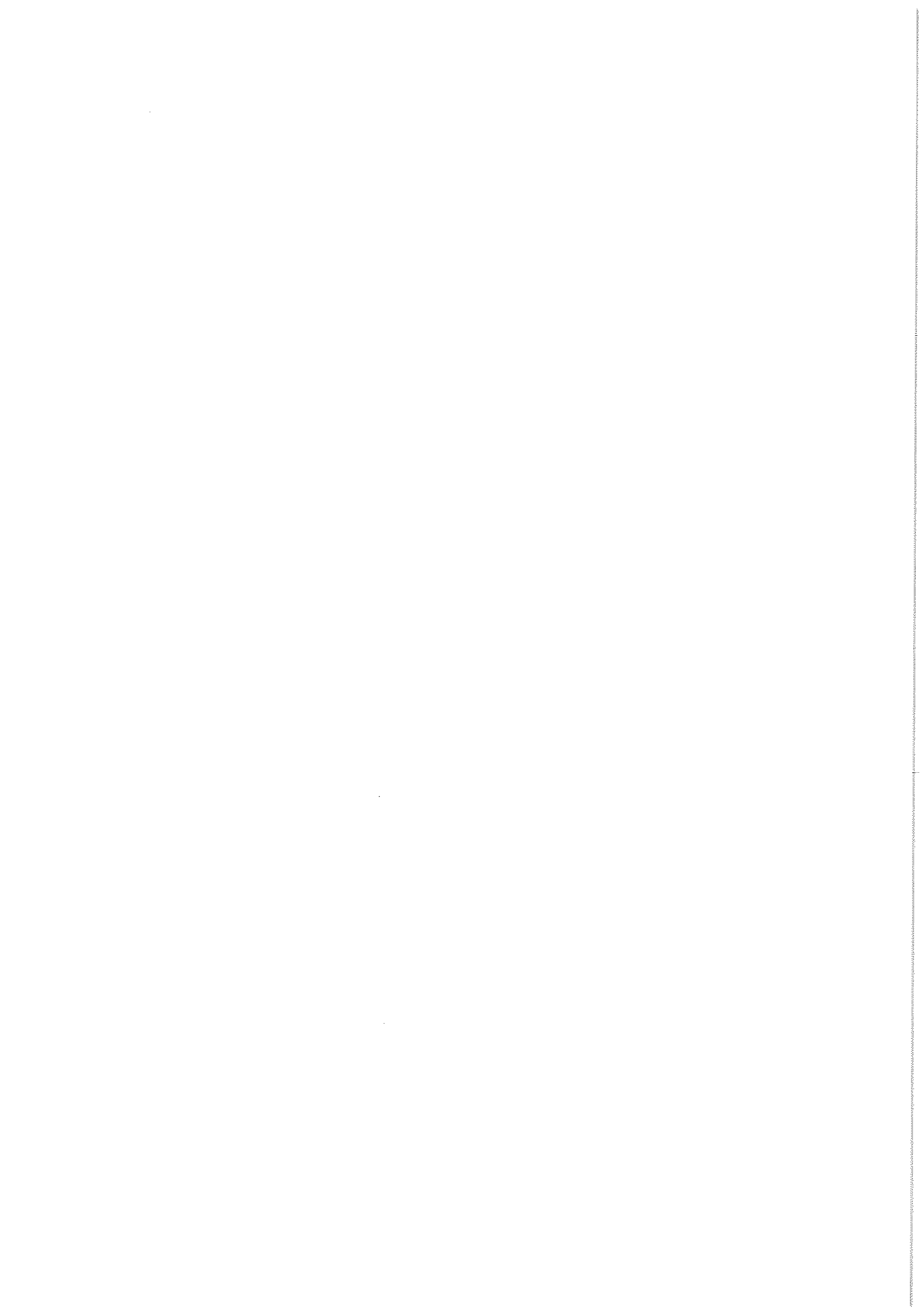
- Encourage Priests, Governors, Parishoners and Parents to work with the school, build upon our teaching and be involved in our extra-curricular activities;
- Value each person's place in the school, recognise their gifts and talents and find ways to provide the most appropriate means for growth and development;
- Ensure that Religious Education is based on gospel values and are relevant to the needs of all;
- Teach all curriculum subjects at the appropriate level, whilst maintaining high expectations of pupil achievement and conduct;
- Foster an attitude of reverence and love for God and neighbour by celebrations of meaningful liturgies which are regularly experienced by the whole school community.

General

Children have a right to be treated with dignity and respect and valued for who they are and what they bring to their school.

Parents have the right to complain if they are not happy about an aspect of school life.

We value warm relationships with parents and enjoy working with you to enable your child to reach their full potential. We want your child to be happy and safe at St. Antony's. We welcome suggestions for improving our work in school. Be assured that, no matter what you want to tell us, our support and respect for your child will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems that arise.



We receive very few complaints however we recognise that sometimes things may not go as we would all wish and you may feel that we have fallen short of our high standards; be dissatisfied or require clarification of school matters.

Most issues can be solved quickly and easily, when and if, they arise and we ask you to follow the three steps detailed below.

How to make a complaint using our Three Stage Complaints Procedure

We hope generally to resolve your concerns informally; however, if we have been unable to do so, you should take the following action:

Stage one – talk to the **Teacher** concerned (informal)

First of all, talk to the teacher concerned. Difficulties can often be sorted out very quickly in this way. The best person is the class teacher. If you are not sure who to contact and how, ask at the School Office.

You may need an appointment particularly if your complaint is complicated, or there are strong feelings on either side. In any case, please do not try to see the teacher during the School's teaching day when they are taking or preparing lessons.

You can bring a friend to support you, for example to help you put your case. We hope you can reach an agreement that satisfies you and the School. If you cannot, then you can go to stage two.

Stage two – meet the **Head Teacher** (formal)

The complainant goes to the Head Teacher. This can only happen if you have been through stage one. We do recognise however that some complaints may go straight to the Head Teacher because of the nature or seriousness of your concerns.

The School Office will arrange for you to meet with the Head Teacher or another senior member of staff, for example a Deputy or Assistant Head Teacher. Afterwards the School will write to you saying what it has decided.

We hope that the decision will satisfy you. However, if you cannot accept what the School says, then you can go to stage three.

The meeting with the Head Teacher will take place within five working days of your request. Then the School will write to you within five working days of the meeting.

Stage three – request a meeting with the **Chair of Governors** (formal)

If you are not satisfied with the response you receive at stage two, you can complain to the chair of governors.

You will need to write to the chair of governors and address the letter as care of the school. The letter must outline the reason(s) for your complaint and why you are still not happy.

The school will acknowledge your complaint within five days. You must allow at least 20 days for the Chair of Governors to investigate the problem and respond.

We aim to resolve the complaint at this stage, but, in the event that the outcome of the investigation undertaken by the Chair of Governors is still deemed as unreasonable by you, then you can go to stage four.

Stage four – present the complaint to the **Governing Board** (formal)

If you are not satisfied with the response you receive at stage three, you can complain to the Governing Board.

This is the final stage.

You will need to write to the Governing Board to tell them why you are still unhappy with the outcome of the investigation by the Chair.

The Vice-Chair will acknowledge your request within 10 days by letter and will arrange a meeting with you to hear the complaint within 10 days of date of the acknowledgment letter.

Within 20 days after the meeting with you, the Vice-Chair will set up a panel made up of members of the Governing Board (excluding the Chair) to investigate the complaint.

After the investigation is completed, the Governing Board will communicate the final outcome by letter.

School Complaint Form

Please complete this form and return it to general office, you will receive an acknowledgement of its receipt and information about the next stage in the procedure.

Your name:

Relationship with school [e.g. parent of a pupil on the schools roll]:

Pupil's name [if relevant to your complaint]:

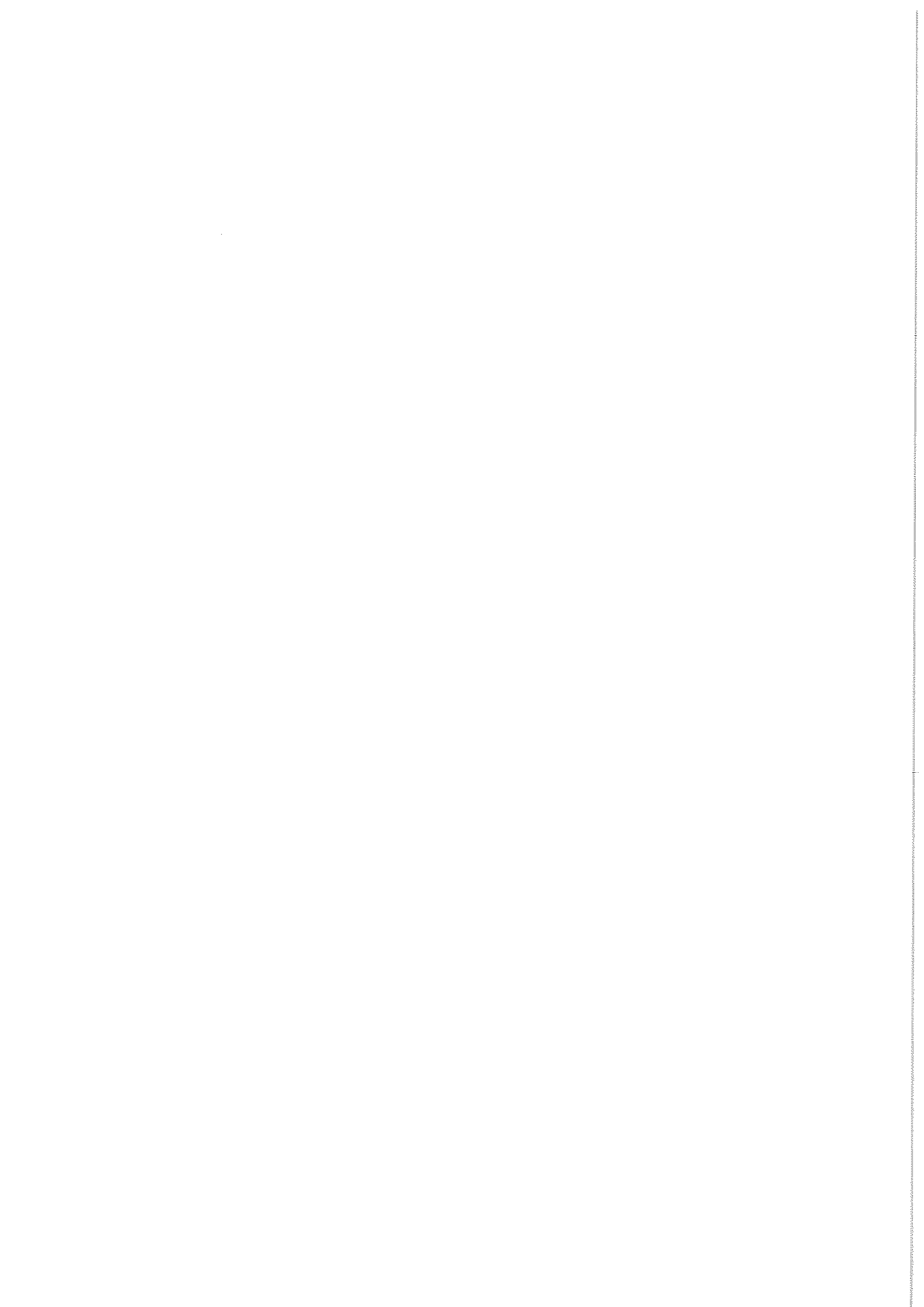
Your Address:

Daytime telephone number:

Evening telephone number:

Please give concise details of your complaint to allow the matter to be fully investigated:
(You may continue on separate paper, or attach additional paperwork, if you wish.)

Number of Additional pages attached = 1 (*delete as appropriate*)



What action, if any, have you already taken to try to resolve your complaint?

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

Signature:

Date:

For school use only:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:

Date: