



ST THOMAS MORE CATHOLIC SCHOOL
*To lead those in our care to grow in their faith
and to benefit from an enriching education*

COMPLAINTS PROCEDURE

This procedure deals with complaints from persons other than Governors and pupils and therefore includes parents and the general public. Some complaints relate to particular areas of school provision and may be subject to additional statutory procedures/guidelines eg (curriculum, relationship and sex education, admissions, exclusions, special educational needs and staff grievances). However, if parents or the general public wish to complain they should use the form attached below in the first instance. We will not normally investigate anonymous complaints. If a complaint is considered to be vexatious and/or malicious or there is a history of complaints, then the Executive Headteacher and Chair of Governors might agree together not to consider the complaint or to consider only part of it. You would be advised in writing within the five-day timescale.

Each day this school makes many decisions and tries hard to do the best for all the children in its care. Your comments – either positive or negative – are helpful for future planning. You may want to talk to us about a particular aspect of this school, though not actually make a complaint – you just want to get something “off of your chest”. Whatever it is, use the form attached and let us know your views.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to complain.

Our promise to you:

- Your complaint will be dealt with honestly, politely and in confidence
- Your complaint will be looked into thoroughly and fairly
- If your complaint is urgent we will deal with it more quickly
- We will keep you up to date with progress at each stage
- You will get an apology if we have made a mistake
- You will be told what we are going to do to put things right
- You will get a full and clear written reply to formal complaints within 15 working days at each stage
- We will keep confidential records of your complaint

In return the School expects complainants to behave calmly and in good faith. Those who are not able to respond in an appropriate way may compromise the investigation.

There are four stages:

An Informal Stage

A discussion between the complainant and a member of staff.

Formal Stage

If the complainant is not satisfied, he or she can put the complaint in writing to the Head of School who will arrange for it to be investigated. The Head of School will either inform the complainant of a decision or tell the complainant how the investigation is proceeding and when he will likely be able to come to a decision.

Reconciliation Stage

If the complainant remains dissatisfied, the Executive Headteacher will try to resolve the matter promptly.

Appeals Stage

If the complainant remains dissatisfied, he or she can appeal to a representative of the Governing Body. If this does not resolve matters then he or she may ask for a hearing in front of a three person panel, which will comprise two governors (who have not been previously involved in dealing with the complaint) and an independent person*.

** The Independent person will not be employed at the School and be independent of the management and running of the School. He or she will not have any connection with the School which may reasonably cast doubt upon their ability to be impartial.*

We will endeavour to ensure a hearing within a timescale of 10 school days from date of receipt of the request to convene a panel. The panel will not be called until all stages in the formal stage have been gone through.

The role of the panel will be to impartially resolve the complaint and the panel will invite the complainant (and an accompanying friend if desired) to discuss the complaint. Other interested parties may be called to meet the panel (this will be at the discretion of the panel). All parties will be notified of the decision of the panel in writing. The governors' complaints panel will be the last school-based stage of the complaints procedure.

Complainants should be aware that once the School procedures have been exhausted, if it is felt that the School has not handled a complaint properly, then there is recourse to the Education Funding Agency please see www.gov.uk/dfes

This policy will be reviewed annually.

This policy was agreed on 16 October 2006

This policy was reviewed on 3 May 2007

This policy was reviewed on 28 September 2009

This policy was agreed on 28 February 2011

This policy was reviewed on 29 April 2014

This policy was reviewed on 28 March 2017

This policy was reviewed on 17th March 2020

This policy was reviewed on 9th March 2021

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FORMAL COMPLAINTS POLICY

Name	
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Address	

Telephone	
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Child's Name	
Year / Form	

Please tick:

Would you like to make a comment
or
Would you like to make a complaint

What is the nature of your comment / complaint?

What can we do to put things right?

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Signed

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Date

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Please return this form to the Executive Headteacher's PA. It will be passed to the Executive Headteacher / Chair of Governors. You will receive a reply within five working days.