

ST MARY'S CATHOLIC PRIMARY SCHOOL

COMPLAINTS PROCEDURES



Updated September 2018

The Governors of St Mary's Catholic Primary School has agreed to adopt the procedures for dealing with complaints about school recommended by Wrexham Local Education Authority.

**Learning and Loving
Caring and Sharing
through
The message of Christ**



**St Mary's Catholic Primary School is a happy
community where we are loved and valued as
individuals.**

**As Disciples of Jesus, we learn
together, pray together and
celebrate together as one in God's love.**

**Together with parents/carers, the parish and the
wider community, we prepare our children to live
and build God's kingdom on earth.**

1. Informal Stage: Expression of Dissatisfaction to a Headteacher or Governor

- Complaint can be written or made by telephone or in person or by someone acting on the complainant's behalf
- Schools need to consider whether and how to record
- Discuss complainant's desired outcome and possibilities of redress (this is not an admission of liability)
- Attempt to resolve quickly and informally if possible (within 10 school days)
- School and/or complainant can decide to move to stage one, formal complaint, or to other routes if appropriate (see paragraph 2)
- Provide complainant with written information on how to proceed to formal complaint stage if unresolved (see appendix 2)

2. Stage 1: Formal complaint to the Headteacher

- Complainant asked to put complaint in writing if not already done so, (but is not obliged to do so.)
- Acknowledge receipt of complaint within 10 working days, explaining what will happen next and indicating the timescale for a fuller response
- Discuss complainant's desired outcome and possibilities of redress (this is not an admission of liability.)
- Appoint investigator (optional.)
- Undertake investigation, record findings.
- Report to complainant with explanation or redress within 15 working days of acknowledgement of letter, in a genuine attempt to resolve the complaint and if possible to the satisfaction of the complainant.
- Complainant, if not satisfied, can decide to move to Stage 2 (see paragraph 3.)
- Monitor and record progress in each case.

3. Stage 2: Formal Complaint to the Governing Body Complaints Panel

- Acknowledge complaint and set up panel meeting within 10 school days of receipt of complaint ensuring that the Governors on the panel have not been involved in the matter at an earlier stage.
- Invite documentation beforehand from both the Headteacher and the complainant.
- Invite both parties, in turn, to explain their case. Both parties may call witnesses.
- Discuss complainant's desired outcome and possibilities of redress (this is not an admission of liability.)
- Attempt to resolve complaint if possible to the satisfaction of the complainant.
- Panel reports their decision, within 15 working days of receipt of complaint, including explanation, recommendation, redress measures if appropriate, and rationale for decision.
- Complainant can decide to refer to review stage if still dissatisfied with outcome of process. Ensure complainant understands particular role of LA.
- Provide complainant with written information on how to proceed to Review Stage.

4. Review Stage: Formal Complaint to the LA

- Acknowledge complaint within 10 school days of receipt and copies to Chair and Headteacher .
- Contact complainant and discuss their desired outcome and possibilities of redress. Explain parameters of power of LA to respond. Explain process and timescales.
- Appoint a review officer, with no prior knowledge of case, undertake the review including communication with the school and Governing Body and formally record findings.
- Report, with 20 school days of receipt of complaint, to complainant, Headteacher and Governors with recommendations for action, if appropriate.
- Attempt to resolve if possible to the satisfaction of the complainant.

- Provide complainant with written information on how to proceed if still dissatisfied.

5. Formal complaints beyond the LA

Complainants, if dissatisfied at any stage, may choose to take their complaint further through a number of routes, depending on the nature of their complaint. These could include their local Councillor, the Local Government Ombudsman, their MP and the Secretary of State for Wales.

At all stages, complainants should be advised that they may seek advice and support from other sources.

September 2018