

St Catherine's Catholic Primary School



COMPLAINTS POLICY

MISSION STATEMENT

GROWING IN FAITH

*Our vision at St Catherine's Catholic Primary School
and all we do, and aspire to be,
is centred on the love, life and teaching of Jesus,
and rooted in the faith of the Catholic Church.*

AIMING FOR EXCELLENCE

*Our aim is to build a loving, happy, safe and welcoming school where
everyone has the opportunity and support to recognise, celebrate and
develop
their God given gifts and talents, learning in a creative and friendly school
family.*

LEARNING FOR LIFE

*Journeying together with each other,
we work in harmony
to provide outstanding Catholic Education
for all our pupils preparing them to fulfil their mission
to the world in which we live.*

Policy Adopted: 17 November 2020

To be reviewed: November 2022

This policy is correct as at the date of the policy. However, any information documented within may be superseded by any new information received from the LA or the Diocese after the date of the policy and which will be automatically adopted with immediate effect.

COMPLAINTS POLICY

This Policy covers the following:

Complaints Policy (Pupils & Parents)

Complaints Policy (General)

Complaints Policy (Parents and Pupils)

Date Approved by the Governing Body: 17 November 2020

Date for Full Implementation: 17 November 2020

Date for Review: November 2022

Status: Statutory, pursuant to Chapter 1 of Part 3 of the Education Act 2002, Chapter 2 of Part 10 of the Apprenticeships, Skills, Children and Learning Act 2009, and the Complaints Against Schools (England) Regulations 2010.

Purpose: This Complaints Policy applies to a complaint or complaints against a school that a pupil or a parent of a pupil has sustained injustice in consequence of an act or omission of the Governing Body of the school or an exercise of, or failure to exercise a prescribed function of the Headteacher of the school. It does not apply to a decision about admissions to the school, or a matter in respect of which the pupil or parent has or had a prescribed right of appeal. An act is to be treated as an act of the Governing Body of the school where a person acts on behalf of the Governing Body, or is a person to whom the Governing Body has delegated any functions. An act is also to be treated as an act of the Governing Body if the Governing Body exercises a function by arrangement with another person, and the act is done by or on behalf of the other person carrying out the arrangement. The school and Governing Body aim to deal with all complaints openly, fairly, promptly and without prejudice.

Relationship with other policies: This Complaints Policy should be read in conjunction with the policy on Complaints (General) and all other school policies in force at the relevant time.

Roles and responsibilities: The relevant Class Teacher should attempt to resolve all complaints by parents or pupils involving the education and well-being of pupils in school. If the relevant Class Teacher is unable to resolve the complaint, it will pass to the Headteacher. If the complaint is about a member of school staff, this should be dealt with by the Headteacher. If the Headteacher is unable to resolve the matter, or the complaint is about the Headteacher, the complaint will pass to the Chair of Governors and the final stage in the process is for the Governing Body to investigate the complaint. Please see the separate procedure for dealing with complaints available from the school.

Arrangements for monitoring and evaluation: This policy and the associated procedures will be reviewed by the Governing Body on an annual basis.

Complaints Policy (General: Other than Parents/Pupils)

Date Approved by the Governing Body: 17 November 2020

Date for Full Implementation: 17 November 2020

Date for Review: November 2022

Status: Statutory, pursuant to Chapter 1 of Part 3 of the Education Act 2002, Chapter 2 of Part 10 of the Apprenticeships, Skills, Children and Learning Act 2009, and the Complaints Against Schools (England) Regulations 2010.

Purpose: This Complaints Policy applies to any complaint relating to the school or the provision of facilities or services not covered under the Complaints Policy (Parents and Pupils), or any other prescribed right of appeal. The school and Governors aim to deal with all complaints openly, fairly, promptly and without prejudice.

Relationship with other policies: This Complaints Policy should be read in conjunction with the policy on Complaints (Parents and Pupils) and all other school policies in force at the relevant time.

Roles and responsibilities: The **School Business Manager** [or another named post holder] should deal with all complaints not covered by the Complaints Policy (Parents and Pupils). If the School Business Manager [or other named post holder] is unable to resolve the complaint, it will pass to the **Headteacher**. If the Headteacher is unable to resolve the complaint it will pass to the Chair of Governors. The final stage in the process is for the Governing Body to investigate the complaint. The **Chair of Governors and/or the Governing Body** will deal with complaints about the Headteacher. Please see the separate procedure for dealing with complaints available from the school.

Arrangements for monitoring and evaluation: This policy and the associated procedures will be reviewed by the Governing Body on an annual basis.