

St Cuthbert's Roman Catholic Academy Trust



Complaints Policy

2017

Next review date	Summer 2018
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General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To allow for a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

Raising a concern or complaint

1) Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Chief Executive/Head of School [or to the Chair of the Trust Board, if the complaint is about a Senior Member of staff].

If you are uncertain about who to contact, please seek advice from the school office or the Clerk to the Trust Board.

2) Formal Stage

If your concern or complaint is not resolved at the informal stage you must put the complaint in writing for the attention of the Headteacher/ Head of School, [or the attention of the Chair of the Trust Board, if the complaint is about the Headteacher/Head of School/Executive Head] who will be responsible for ensuring that it is investigated appropriately.

A Complaint Form is provided to assist you.

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you consider would resolve your concern. Without this, it is much more difficult to proceed.

Please forward the completed form, in a sealed envelope, to the Headteacher/Head of School/Executive Headteacher or to the Chair of the Trust Board, as appropriate.

You may be invited to attend a meeting to clarify your concerns and to seek an informal resolution; if you accept the invitation, you may be accompanied by a friend.

It is possible that your complaint will be resolved at this point if not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. You will be informed in writing, usually within 5 days of the receipt of your formal complaint, of how this will proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible; you will be informed in writing of the outcome.

If you are not satisfied with the manner in which the process has been followed, you may request that the Trust Board undertakes a review of the process. Any such request must be made in writing to the Clerk to the Trust Board within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed.

3) Review Process

Any review of the process followed by the school will be conducted by a panel of 3 members; one member of the panel must be independent of the management and running of the academy; this will usually take place within 10 school days of receipt of your request.

The complainant needs to submit another complaint form, which should be updated in light of the headteacher's decision, to the Clerk to the Trust Board who will convene a meeting of a Panel. At this meeting the complainant may attend to present their case, with a friend/relative in a supporting role if requested. The Headteacher (or representative) will also be in attendance to explain their decision regarding the complaint and the school's actions. Witnesses may be called by either party.

The Panel may decide the following:-

□ dismiss the complaint in whole or in part; □ uphold the complaint in whole or in part; □ decide on the appropriate action to be taken to resolve the complaint; □ recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

The decision of the Panel will be communicated in writing within 5 school days of the meeting.

The matter will then be closed as far as the school is concerned.

If you believe that the Trust Board has acted illegally or arbitrarily in handling the complaint, then you may make representations to the Secretary of State for Children, Schools and Families.

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Complaint Form



Please complete this form and return it to the School [or Clerk to the Board of Directors], who will acknowledge its receipt and inform you of the next stage in the procedure.

Your Name:

Relationship with school:

[e.g. parent of a pupil on the school's roll]:

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

Your Address:

Daytime telephone number:

Evening telephone number:

Please give concise details of your complaint, [including dates, names of witnesses etc...], to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? [i.e. who have you spoken with or written to and what was the outcome?]

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

Signature:

Date:

School use

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			