



St. Thomas More Catholic Primary School

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Complaints Policy

The Governing Body has agreed the following policy for the consideration of complaints from parent or guardians of children attending St Thomas More Catholic Primary School.

- A complaint must be submitted by the parent or guardian of a child attending St Thomas More School or their appropriate representative.
- A complaint must concern a matter for which the school and its Governing Body, are responsible.

STEP 1

- In the first instance, the parent should discuss their complaint verbally with the Headteacher or Chair of Governors.

STEP 2

- If a complaint has not been resolved by the Head teacher (or delegated member of the Senior Leadership Team) then it can be passed to the Governing Body. In these circumstances the parent, guardian appointed representative should write to the Chair of Governors requesting that the Governing Body consider their complaint.
- On receipt of a complaint, the Chair of Governors will confirm whether or not the matter falls within the school's responsibilities. If it does, the Chair (or another Governor delegated by the Chair) will convene a panel of Governors to investigate the complaint.
- The Headteacher will be present at all hearings to respond to issues and provide outcome of any investigation.
- At this point all communication relating to the matter should be directed to the Chair of Governors.

- The panel will seek to complete their investigation of a complaint within six weeks of its receipt by the Chair of Governors. The panel's findings, together with any action required, will be notified in writing to the parent, guardian or appointed representative and the Head teacher. Any meetings held as part of the panel's investigation will be recorded by the Clerk to the Local Governing Body.

STEP 3

- Should the complainant want to take the matter further then the Chair (or another Governor delegated by the Chair) will convene a panel to investigate the complaint.
- The Chair (or another Governor delegated by the Chair) will convene a panel to investigate the complaint. The panel will consist of three people, one of whom will be independent of the management and running of the academy. Parents will be invited to attend. The panel will seek to complete their investigation of a complaint within six weeks of its receipt by the Chair of Governors. The panel's findings, together with any action required, will be notified in writing to the parent, guardian or appointed representative and the Head teacher.

All correspondence, statements and records relating to the individual complaint are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

Any meetings held as part of the panel's investigation will be recorded by the Clerk to the Governing Body. A written record will be kept of all complaints along with details of whether they were resolved following a formal procedure or progression to panel hearing. The academy will record the action it takes as a result of the complaint.

The findings and recommendations of the panel will be available for inspection on the school premises by the complainant and the head teacher.

A Summary of the investigation will be reported to the next appropriate meeting of the Governing Body.

The school will not normally accept a complaint for investigation if it relates to an event or events that occurred more than six months before the complaint was submitted.

Complaints from people who are not parents will be subject to the same procedure as above providing it is a complaint about something for which the Governors have responsibility.