

# Complaints Procedure

## St Francis of Assisi Catholic College



**Reviewed by:** P  
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**Date:** 03-12-18

**Last reviewed on:** March 2017

**Next review due by:** December 2019

## **1.0 Purpose of Policy/Procedure/Guidance:**

There are various principles behind this procedure:

- We will seek to resolve complaints by informal means wherever possible.
- Investigations will be full, fair and swift, and people will be kept informed of progress and the decisions reached.
- Every effort will be made to respect confidentiality.
- Feedback will be actively sought from those voicing complaints in order to minimise complaints and maximise accountability.

## **2.0 Definitions and Abbreviations:**

## **3.0 Processes and Procedures:**

If parents/carers, pupils or members of the public have concerns they should:

- Discuss their concerns with the member of staff most directly involved and, if not satisfied
- Discuss their concerns with a senior member of staff and, if not satisfied
- Discuss their concerns with the Headteacher.

Should complaints be received formally, the Diocesan Schools Commission model Complaints procedure will be followed (see appendix) and or guidance sought from Walsall Council Legal Team.

## **4.0 Roles and Responsibilities:**

The Headteacher will ensure that:

- This Complaints procedure is made known to all stakeholders through the school website.
- All complaints are dealt with in the first instance by the Headteacher or a member of the leadership team, who will document the complaint (names, dates, times, events), acknowledge in writing within three days of receipt, and consult with all those directly concerned
- The complainant receives a written explanation of the action taken as soon as possible following the complaint.

The Governing Body will ensure that:

- It has identified members of the governing body who will hear a complaint should it not have been resolved by the Headteacher or Chair of the governing body
- At least one of the panel has received training/guidance on how to conduct a hearing
- The process set out in the DSC model complaints procedure is followed.
- Where there is evidence that the complaint is justified appropriate action is to taken to prevent a recurrence.

## **5.0 Legislative Information:**

## **6.0 Associated Policies/References:**

- Diocesan Schools Commission model Complaints procedure for Voluntary Aided Catholic Schools

**7.0 Appendices and Contacts:**