

St Joseph's College

Complaints Policy



ST. JOSEPH'S COLLEGE
(Mathematics and Computing Specialist College)

COMPLAINTS PROCEDURE FOR PARENTS AND CARERS

The Headteacher, School Staff and Governors at St. Joseph's College are committed to maintaining a positive partnership with parents and carers. Sometimes things happen, which make children or parents unhappy. It is important that parents and carers feel able to raise concerns and do this in the best way.

In most cases, concerns and complaints can be resolved by talking to staff at the school. Sometimes parents may wish to raise a more formal complaint.

This policy describes procedures used by St. Joseph's College for dealing with general complaints.

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GENERAL PRINCIPALS

All complaints should be dealt with as quickly and efficiently as possible. The length of the period will vary with the gravity and complexity of the complaint and the urgency with which it needs to be settled. The main aim at all times must be to try and secure a satisfactory outcome for all parties concerned.

STAGES

The arrangements set out two levels at which a complaint could be considered. These are at the informal stage and the formal complaint.

INFORMAL STAGE

Many minor complaints can be resolved quickly and informally. There are many occasions where concerns are resolved straight away through the class teacher, or Head of Year, depending upon the nature of the complaint.

If the complaint has not been resolved in this way, the parents should contact the Senior Line Manager, the complaint may be made verbally or in writing. Contact will be made with the parent, a meeting may be arranged, but what is important is that a senior member of staff looks at all the issues.

Under most circumstances it is hoped that any problems can be resolved extremely quickly.

FORMAL STAGE

If the parent or carer is still unhappy and they feel that the complaint has not been resolved, they should then approach the Headteacher or if he is not available, one of the Deputy Headteachers.

A meeting will be arranged with the parent/carer to listen to all the facts and any investigation that has taken place.

As soon as possible the Headteacher will write to the parent/carer with a decision what action will be taken. This usually will take the form of a verbal/written warning which will be placed on the teacher's file. This matter will be reported to the Governing Body under "confidential items".

If the complainant is still not satisfied with the outcome, they can contact the Chair of Governors, Mr. P. Sweeney, via the school address.

The Chair of Governors will initially attempt to resolve the complaint. If the Chair of Governors cannot resolve the complaint he may refer the matter to the Governors Complaint Committee. It is however, hoped that this position is only adopted as a last resort.