

COMPLAINTS PROCEDURES POLICY

Cardinal Newman Catholic High School



DIOCESE of
SHREWSBURY



CARDINAL
NEWMAN
CATHOLIC HIGH SCHOOL

Approved by: Jo Langstaff

Date: October 2019

Last reviewed on: Revised October 2019

Next review due by: October 2021

CARDINAL NEWMAN CATHOLIC HIGH SCHOOL

NOTES FOR PARENTS ON EXPRESSING THEIR CONCERNS OR COMPLAINTS

Our aims and values

- The school is committed to partnership with parents and pupils.
- We welcome the support of parents in setting high standards of work and behaviour.
- We take seriously any concerns or complaints brought to our attention.
- We assure parents that all such matters are investigated thoroughly and in strict confidence.

As a Christian community the school's complaints procedure is founded on the principles of reconciliation.

We assure parents that the outcome of any complaint does not affect the value and concern we have for every child in the school.

Procedures for expressing a concern or complaint

Please note that the school was founded by, and is part of, the Catholic Church and is conducted in accordance with the Trust Deed of the Diocese of Shrewsbury. Consequently, all complaints should be made through the procedures outlined below and not through the Local Education Authority.

Please feel free to contact us in confidence, especially if your child is reluctant to come forward to express a concern.

Please do not delay in expressing concerns to us. It is difficult to investigate an incident thoroughly if more than a few days have elapsed.

Informal Stage

- Parents should initially make contact with their child's **Head of Year**. This is the person who knows your child best and has overall responsibility for your child's pastoral and academic development.
- This should be done by letter or by telephone. ***Always make an appointment if you wish to come into school to express your concerns.*** This avoids unnecessary delay and frustration. Timetable commitments mean that the staff will not be available if you arrive without an appointment.
- The Head of Year may deal with the matter personally or will pass it to the most appropriate member of staff, e.g. the subject teacher, form teacher, Head of Department and/or a member of Senior Staff.
- You will be notified as soon as possible of the outcome of your concerns and it is hoped that problems will be resolved at this stage.

Formal Stage

- If parents or other complainants still have no resolution to their concerns, they should communicate their concerns to the Headteacher, Ms Langstaff. If the complaint is about the Headteacher the concerns must be communicated to the Chair of Governors, Fr P Montgomery.

- After your complaint has been acknowledged you may have to wait a short time so that any further investigation can be undertaken and you may be invited into school to clarify the substance of the complaint. Every effort will be made to resolve the situation as quickly as possible.
- You will be notified of the outcome in writing.
- It is expected that matters will normally be resolved at this stage.

Throughout this time the Headteacher will be informed of all the details relating to all parties.

Parents should appreciate that in the interests of confidentiality it is inappropriate to discuss other parties involved in a complaint or the sanctions applied to them. However, we assure parents of the thoroughness and sensitivity with which we investigate complaints and we anticipate that parents will trust us to deal fairly with all parties involved.

If matters are not resolved

- You may write to the Chair of the Governing Body who will discuss the matter with the Headteacher and may request a further investigation.
- The Chair of Governors will then write to you to explain what has been decided in response.

Further Action

- The Chair of Governors may request that a Committee of the Governing Body hear your complaint.
- The Committee would listen to you, the Headteacher and others involved in the complaint, before coming to a decision.
- Finally, if you are not happy with the outcome, you may write to the Clerk of the Governing Body requesting that the Governors' Appeals Committee consider your appeal.

If the complainant is not satisfied with the manner in which the review process has been followed by the Governing Body, then representations may be made to the Diocese of Shrewsbury or Warrington Borough Council. Complainants also have the right to refer the matter to the Secretary of State for Education.

Footnote

Please note that it is school practice to keep written records of all matters relating to these procedures.

Agreed September 2011

Reviewed September 2012

Reviewed November 2013

Reviewed October 2014

Reviewed September 2018

Reviewed October 2019