

# ST PETER'S RC HIGH SCHOOL

## COMPLAINTS POLICY

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November 2018

### Mission Statement

St Peter's RC High School is a community founded on mutual love and care for the individual in which the Faith of the Church underpins all our activities. Christ is our model in striving for excellence in all that we do and in valuing the unique contribution and gift of every member of our school community. St Peter's is committed to working with home and parish to enable all pupils to succeed in life.



## Introduction

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. St Peter's RC High School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. Depending on the nature of the complaint, however, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not normally be investigated.

The prime aim of St Peter's RC High School's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

**The following details outline the stages that can be used to resolve complaints.**

## Summary

**St Peter's RC High School Policy has four main stages they are as follows: -**

- ☐ Stage 1 – A concern is raised informally with a staff member.
- ☐ Stage 2 – Formal complaint is heard by an appropriate member of staff, usually a deputy
- ☐ Stage 3 – Complaint is heard by Headteacher.
- ☐ Stage 4 – Complaint is heard by Governing Body's Complaints Appeal Panel.

## Stage 1 – Raising a concern

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact with the Head of Year, the Head of year will also inform the Assistant Headteacher link at the time of receiving the complaint. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days and state what you would like the school to do. The school will then look at your complaint at the next stage.

## Stage 2 – Complaint heard by the Deputy Headteacher

Formal complaints shall be put in writing and addressed to the Headteacher. The complaint will be logged on a spreadsheet in the school office, including the date it was received.

The school office will acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases this response will also report on the action the school has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further.

This meeting will take place within 10 school working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please write to or call the school within 10 school working days of getting our response. You will need to tell the school why you are still not satisfied and what you would like the school to do.

### **Stage 3 – Complaint heard by Headteacher**

If the matter has not been resolved at Stage 2, the head teacher will arrange further investigation. Following the investigation, the head teacher may arrange a meeting and will give a written response within 10 school working days. If you are dissatisfied with the result at stage 3, you should let the school know within 10 school working days of getting the response.

### **Stage 4 – Complaint heard a Governors' Complaints Appeal Panel**

If the matter has still not been resolved at Stage 3, then you should write to the Chair of Governors giving details of the complaint. The Chair or a nominated Governor will convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 4 investigation.

The aim of the Appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel's decision in writing within three school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

**N.B.** In cases where the matter concerns the conduct of the head teacher, the Chair of Governors will be informed of the complaint. The Chair will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint.

## Parental Concerns Protocol – Stage 1 Complaints Policy

<b>(Day 1) Initial Parental contact / concern raised</b>	<b>GREEN</b>
<b>What it looks like:</b> <ul style="list-style-type: none"> <li>• Recorded by main office</li> <li>• Telephone call recipient is contacted via e-mail only (Check cover list to ensure in school. If absent send to Year Team / Faculty Leadership Link as appropriate)</li> <li>• E-mail recipient responds to parent within 48 hours</li> <li>• Confirmation e-mail returned to office – Reply 'Done'</li> <li>• Response logged and dated by office</li> </ul>	<b>Action for Line Manager:</b> <ul style="list-style-type: none"> <li>• Praise for staff concerned</li> <li>• Use as an example of good practice at Faculty / Year Team level</li> <li>• Use at whole school level to share good practice</li> </ul>
<b>(End of Day 3) Failure to meet 48 hour response deadline</b>	<b>AMBER</b>
<b>What it looks like:</b> <ul style="list-style-type: none"> <li>• Office monitors and alerts staff that they have missed 48 hour deadline</li> <li>• Office logs alert - another e-mail is sent</li> <li>• Member of staff responds to parent during that day</li> <li>• E-mail office to confirm call made – Reply 'Done'</li> <li>• Response logged and dated</li> </ul>	<b>Action for Line Manager:</b> <ul style="list-style-type: none"> <li>• Faculty / Year Team lead to monitor to ensure staff member usually operates at 'Green' level – and does not continue to operate at 'Amber' level</li> </ul>
<b>(End of Day 4) Failure to respond to office alert</b>	<b>RED</b>
<b>What it looks like:</b> <ul style="list-style-type: none"> <li>• Office alerts LMT and forwards un responded email with details</li> <li>• LMT makes call to parent to inform them that the teacher is aware and will contact during the day</li> <li>• LMT confirms to office that call has been made. This is logged</li> <li>• LMT to direct member of staff to respond to parent same day. Once this is done, confirmation e-mail returned to office – Reply 'Done'</li> <li>• LMT informs Line Manager</li> </ul>	<b>Action for LMT:</b> <ul style="list-style-type: none"> <li>• Log alerts</li> <li>• Make contact with parent and log call with office</li> <li>• Set target for member of staff for               <ol style="list-style-type: none"> <li>a) Returning calls</li> <li>b) Improvement</li> </ol> </li> <li>• Monitor / supported by Line Manager</li> </ul>
<b>Intervention Process</b>	<b>BLUE</b>
<b>What it looks like:</b> <ul style="list-style-type: none"> <li>• Persistent failure to respond promptly to parent concerns</li> </ul>	<b>Action for DHT:</b> <ul style="list-style-type: none"> <li>• LMT / Line Manager informs DHT</li> <li>• Meeting to discuss with member of staff</li> <li>• Formal action plan for improvement put in place – copy to Headteacher</li> </ul>