

"Working, Praying, Sharing and Learning Together"
"Gweithio, Gweddio, Rhannu a Dysgu gyda'n gilydd"

St Mary's R.C. Primary School



Complaints Policy

September 2023

Complaints Policy for St. Mary's R.C. Primary School

Date	Review Date	Leads	Nominated Governor
February 2023	February 2024	Mr. M. Buckley	Mrs. J. Williams

United Nations Convention on the Rights of the Child.

Article 3 - All adults should do what is best for you.

Article 19 - All children have the right to be protected from being hurt or badly treated.

We believe that this school provides an excellent education and that the Headteacher and school personnel work very hard to build positive relationships with all parents and others.

However, we are obliged under section 29 of the Education Act 2002 to have in place clear procedures to deal with complaints made against the school or individuals connected with it.

We are aware that under the Education Act 1996 parents have the right to complain directly to the Local Authority about any matter relating to the school's curriculum and any issue relating to the

general educational that we provide.

We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication.

We as a school community have a commitment to promote equality. Therefore, an equality impact assessment has been undertaken and we believe this policy is in line with the Equality Act 2010.

Aims

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- To deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.
- To work with other schools to share good practice in order to improve this policy.

Responsibility for the Policy and Procedure Role of the Governing Body

The Governing Body has:

- ♣ a duty to have in place a complaints procedure;
- ♣ delegated powers and responsibilities to the Headteacher to ensure all school personnel and visitors to the school are aware of and comply with this policy;
- ♣ responsibility for ensuring that the school complies with all equalities legislation;
- ♣ nominated a designated Equalities governor to ensure that appropriate action will be taken to deal with all prejudice related incidents or incidents which are a breach of this policy;
- ♣ responsibility for ensuring funding is in place to support this policy;
- ♣ responsibility for ensuring this policy and all policies are maintained and updated regularly;
- ♣ responsibility for ensuring all policies are made available to parents;
- ♣ the responsibility of involving the School Council in the development, approval, implementation and review of this policy;
- ♣ responsibility for the effective implementation, monitoring and evaluation of this policy

Role of the Headteacher.

The Headteacher will:

- ♣ ensure all school personnel, pupils and parents are aware of and comply with this policy;
- ♣ work closely with the link governor and coordinator;
- ♣ provide leadership and vision in respect of equality;
- ♣ provide guidance, support and training to all staff;
- ♣ monitor the effectiveness of this policy;
- ♣ annually report to the Governing Body on the success and development of this policy

General Complaint

As seen in Plan of System – General Complaints.

Complaint against the Head Teacher

As seen in Plan of System – Complaint against the Head Teacher.

Complaint regarding the Curriculum and General Educational Provision

All curriculum and general educational provision complaints will be dealt with by the Local Authority in line with their set complaints procedures.

Raising Awareness of this Policy

We will raise awareness of this policy via:

- ♣ the school website
- ♣ meetings with parents such as introductory, transition, parent-teacher consultations and periodic curriculum workshops
- ♣ school events
- ♣ meetings with school personnel
- ♣ communications with home such as weekly newsletters and of end of half term newsletters
- ♣ reports such annual report to parents and Headteacher reports to the Governing Body
- ♣ information displays in the main school entrance

Training

We ensure all school personnel have equal chances of training, career development and promotion. Periodic training will be organised for all school personnel so that they are kept up to date with new information and guide lines concerning equal opportunities.

Equality Impact Assessment

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any pupil and it helps to promote equality at this school.

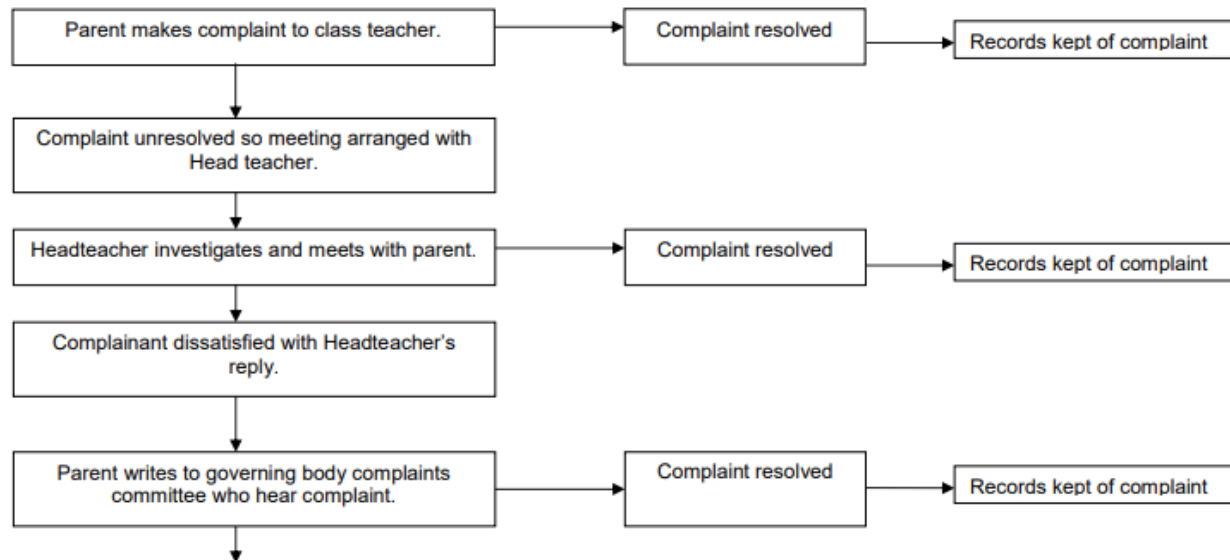
Monitoring and Review

- ♣ The Headteacher logs all complaints received by the school and records how they were resolved. Governors discuss this log annually.
- ♣ A continuous process of self-evaluation by the governors will monitor the process of dealing with complaints.
- ♣ Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

Monitoring the Effectiveness of the Policy

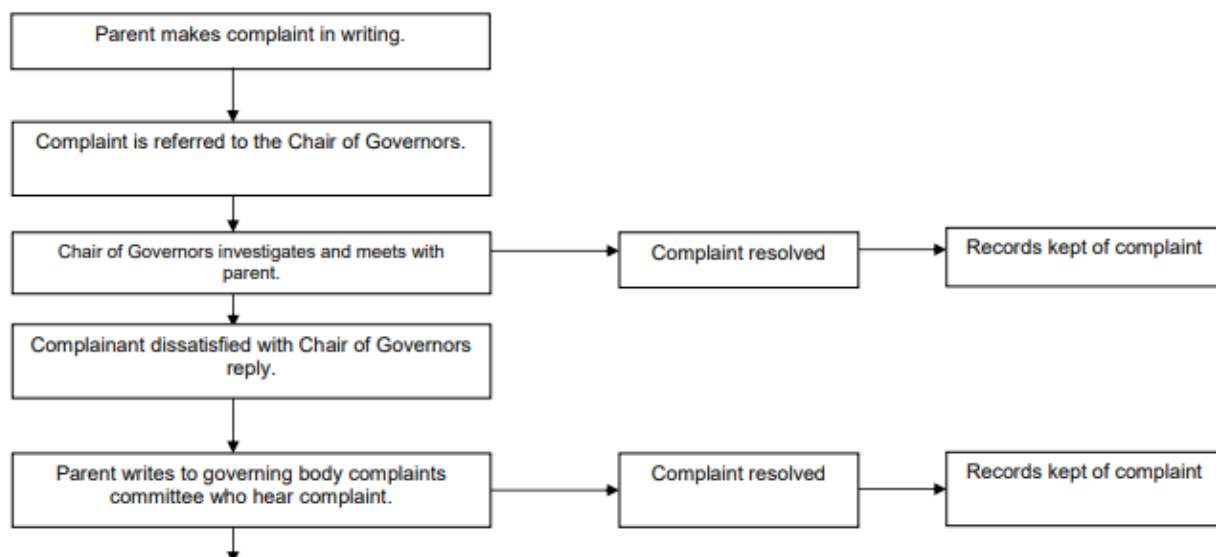
The practical application of this policy will be reviewed annually or when the need arises by the coordinator, the Headteacher and the nominated governor. A statement of the policy's effectiveness and the necessary recommendations for improvement will be presented to the Governing Body for further discussion and endorsement. (See Policy Evaluation)

General School Complaints



If the complaint is not resolved, a parent may make representation to the LEA. A meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint. If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

Complaint against the Headteacher



If the complaint is not resolved, a parent may make representation to the Local Authority. A meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint. If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

