



Nottingham Roman Catholic
Diocesan Education Service

**COMPLAINTS PROCEDURE FOR CONCERNS OR
COMPLAINTS ABOUT THE ACTIONS OF SCHOOL STAFF**

**MODEL POLICY FOR VOLUNTARY AIDED SCHOOLS IN
THE DIOCESE OF NOTTINGHAM**

PROCEDURE FOR EXTERNAL CONCERNS OR COMPLAINTS ABOUT THE ACTIONS OF SCHOOL STAFF

1. General

This procedure applies to **general** concerns or complaints that are received by St. Anne's Catholic Primary School. The school has separate procedures for complaints or appeals about the curriculum, special educational needs provision, exclusions, and admissions. Disciplinary action, grievances, capability issues, child protection or criminal investigations are also dealt with through separate specific procedures.

Anonymous concerns or complaints cannot be dealt with under this procedure.

Every effort should be made to resolve concerns or complaints informally through discussions with the member of staff concerned or the Headteacher.

If the complaint is about the way in which the school has dealt with a complaint or the complaint is about the Headteacher the matter should be referred to the Governing Body or a Panel set up by the Governing Body. See 'Management of Stages' for guidance.

Each stage of the procedure should normally be exhausted before a complaint is referred to the next stage.

Any complaint raised more than 3 months after any linked outcome, decision or action Diocese¹ will not be considered. The only exception will be if the delay in submitting the complaint was unavoidable.

The timescales in this procedure are those expected in normal circumstances, these may be increased if the complaint is detailed and/or requires an extensive investigation. If a complaint is made on the last day of term prior to a school holiday period the timelines indicated will not be followed. The complainant will be informed in writing of any variations to the timescales and given a revised timetable for resolving their complaint.

Where complainants or members of staff are invited to a planned meeting either as part of the investigation or of the Complaints Panel they may be accompanied by a friend or representative.

Unreasonable behavior and managing vexatious complaints

St. Anne's Catholic Primary School is committed to providing the highest quality education, care and guidance for its pupils and will consider feedback, constructive criticism and complaints. However, the school does not tolerate behaviour that is abusive or threatening. If behaviour is unacceptable, action will be taken to restrict the individuals contact with pupils, members of staff and governors.

If a complainant is considered by the school to be acting unreasonably the Headteacher will write to the complainant to explain the way that any future complaints from that person will be dealt with. Any restrictions imposed will be appropriate and proportionate.

2. Procedure

Stage 1 – Informal concerns/complaints

Concerns or complaints should initially be directed to the appropriate staff member.

The complainant and member of staff should discuss the concern/complaint with the aim of resolving it informally. The member of staff will record details of the concern/complaint and try to identify what action/outcome the parent/carer is looking for using the form at Annex A.

Or

If the complainant has already discussed their complaint with the member of staff, or that would be inappropriate, a senior manager in the school (normally the Headteacher) will discuss the complaint with the complainant again seeking to resolve it informally.

Where appropriate the Chair of Governors will be informed that an informal complaint has been received without discussing the nature of the complaint at this stage.

Stage 2 - Investigation

If a complaint cannot be resolved informally the complaint should be put in writing using the form at Annex B and sent to the Headteacher (or Chair of Governors) **within 10 days** of the conclusion of Stage 1.

An Investigating Officer will be appointed who will:

- Acknowledge the complaint **within 5 working days**.
- Investigate the complaint and then decide how best to resolve it within a further **10 working days**.
- Provide a written response outlining how the investigation was conducted and the outcome of the complaint, as well as offering the complainant the opportunity to discuss the outcome if appropriate. This should be **within 5 working days** of completing the investigation.
- Advise the complainant that if they are dissatisfied with the outcome their complaint they can ask for this to be considered by a Stage 3 panel.

If the Investigating Officer is not able to resolve the complaint and/or the complainant is dissatisfied with the outcome from the investigation the complaint should be dealt with under Stage 3.

Stage 3 – Panel

If the complainant is dissatisfied with the Stage 2 outcome they should write **within 10 days** of the notification of the Stage 2 outcome to the Chair of Governors stating why and requesting that their complaint is referred to a Panel of the Governing Body. The complainant should complete the reporting form at Annex C.

The Chair of the Governing Body or the Clerk to the Governors will acknowledge receipt of the request **within 5 working days**.

A meeting of the Panel will be convened **within 20 working days** of the request.

The Panel will consider whether to:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

The Panel will take into account whether the complaint has been handled properly and reasonably in accordance with this procedure and whether the Stage 2 outcome was reasonable and appropriate

The complainant should be informed of the Panel decision in writing **within 7 working days**.

The decision of the Panel is Final.

The Panel may invite a representative from the Diocesan Education Service and/or the school's HR service provider to attend to provide advice and guidance. Those persons may advise on procedure and on the reasonableness of the Panel's decision but will have no role in deciding the outcome.

The role of the Local Authority

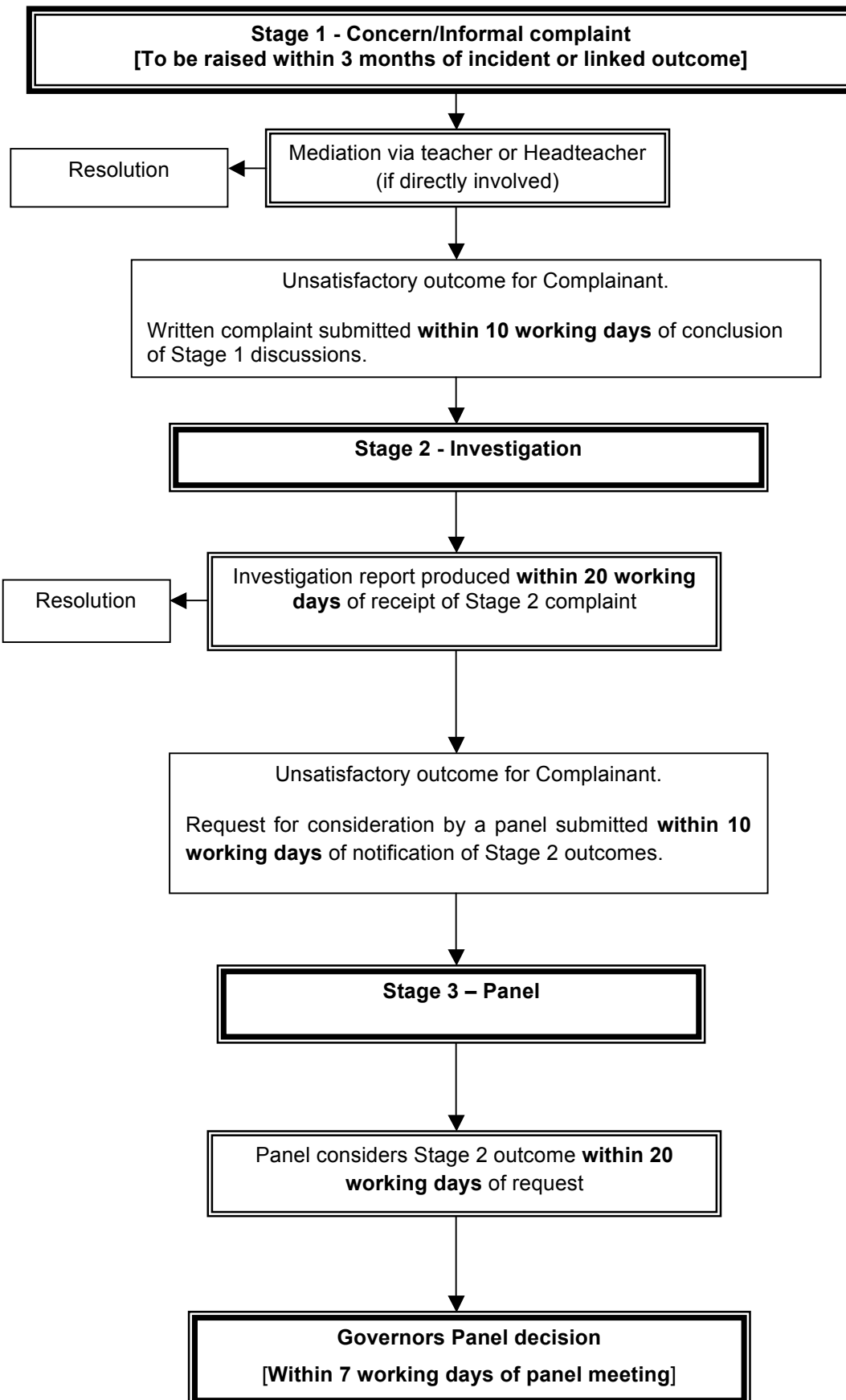
The Local Authority has no statutory role in resolving external complaints about the actions of school staff. **There is no further or wider appeal to the Local Authority.**

Secretary of State

A complaint may be made to the Secretary of State for Education on the grounds that a governing body has acted or is proposing to act unreasonably, or that the governing body has failed to discharge its duties under legislation.

The complaint should set out fully the concerns and reasons why the complaint is being submitted, enclosing all previous correspondence relevant to the complaint. Complaints to the Secretary of State should be made in writing.

COMPLAINTS PROCESS



Complaints Procedure: Management of stages

Complaint relates to	Stage 1: Informal	Stage 2: Investigation Investigating Officer	Stage 3: Governor Panel
Pupils, parents or staff (other than the Headteacher)	The appropriate member of staff	The Headteacher	Panel of Governors appointed by the Chair of Governors
The Headteacher	The Headteacher	The Chair of Governors or another nominated non- staff Governor	Panel of Governors appointed by the Vice Chair of Governors
A Governor or Governors (other than the Chair of Governors)	The Chair of Governors	Another nominated non- staff Governor	Panel of Governors panel appointed by the Vice Chair of Governors
The Chair of Governors (or a group of Governors including the Chair of Governors)	The Vice Chair of Governors	Another nominated non- staff Governor	Panel of Governors panel appointed by the Vice Chair of Governors
The whole body of Governors		An officer appointed by the Diocesan Education Service	A panel appointed by the Diocesan Education Service

Stage 1 - Initial School Record of concern/complaint

School	
Name of Complainant	
Name of Child	
Date of Contact with School	
Nature of concern	
Actions Taken	
<i>Signature</i>	Date

Stage 2 - Complainant Form

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name:
Your relationship to the pupil:
Address:
Postcode:
Telephone number:
Email:
Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Stage 3 - Complainant Form

Please complete and return to the Chair of Governors who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name:
Your relationship to the pupil:
Address:
Postcode:
Telephone number:
Email:
Please confirm that you are requesting that your complaint be taken to a governor's panel.
Please provide details of why you were dissatisfied with the outcome of the Stage 2 investigation.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: