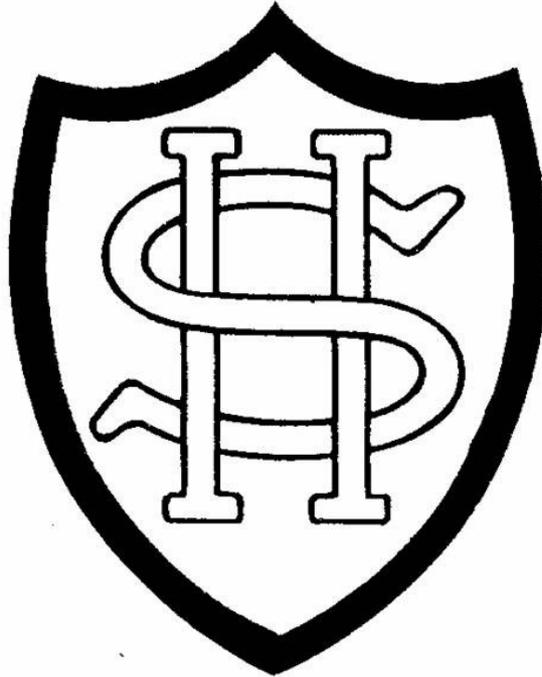


**Sacred Heart Catholic
Primary School**



**COMPLAINTS
PROCEDURE**

COMPLAINTS PROCEDURE

Schools aim to deliver a good education and provide a safe and stimulating environment for your child. However, problems sometimes occur, and as a parent/guardian/carer, you may need to know how to take forward a query or complaint.

This document explains how the schools complaints procedure works at Sacred Heart School, what steps you should take to obtain an answer to your complaint, and who will deal with your complaint.

These guidelines follow the East Sussex Schools complaints procedure. For further information please contact the Clerk to the Governors at the school.

At Sacred Heart School, we like to be told about how we are doing, whether well or badly. If you have a concern or complaint, we always try to deal with it helpfully and reasonably. If we need to, we try to put things right as quickly as possible. If you have a concern or complaint about Sacred Heart School, you need to take it up with the school itself. The LEA would not usually get involved in a complaint about a school. When the school has completed its own procedures, the next and final step, if required, is an appeal to the Secretary of State for Education. Further information is available from <https://www.gov.uk/compain-about-school>.

This complaints procedure is for general complaints. The school must follow other procedures for complaints or appeals about the curriculum, special educational needs provision, exclusions and admissions. Staff disciplinary action, child protection issues or criminal investigation will also need to be handled differently. The Head teacher shall tell you which the right process is when you discuss your concern with us.

The general complaints procedure has 4 stages. You will be told what to do at each stage if you wish to take your complaint further.

Stage 1 of the process is informal:

STAGE 1

If you have a concern about the school, try to talk to someone at the school, preferably the person who is most closely involved. If you get in touch with one of the governors first of all they can give you only general advice. They may need to ask you to take up your concerns with the member of staff best able to help you, or with the Head teacher. Your concern can usually be settled quickly and without fuss by contacting the right person in the school. This could be your child's teacher, another member of staff or the Head teacher.

If your concern cannot be sorted out in this way or you are not happy with the way it has been dealt with you should take it to stage 2:

STAGE 2

You should complain to the Head teacher who will investigate your complaint. You should do this in writing. All correspondence should be clearly headed 'Complaint'. If your complaint is about the Head teacher you can complain directly to the chair of governors (see Stage 3). The school will let you know that it has received your complaint within 5 school days. You will be given the results of the head teacher's investigation in writing within 15 school days.

If your complaint has still not been resolved to your satisfaction you may take it to stage 3:

STAGE 3

You should complain in writing to the chair of governors care of the school. Again, all correspondence should be clearly marked 'Complaint'. You should make it clear why you are complaining, who you have already spoken to and what you want to happen as a result of your complaint. The chair of governors will let you know that he or she has received your complaint within 7 school term days and will then investigate it. You will be told about the outcome of the chair of governor's investigation in writing within 20 school term days.

If you are still not satisfied after receiving the chair of governor's report, you can ask to have your complaint referred to a complaints committee of the governing body at stage 4:

STAGE 4

You should write to the clerk to the governors care of the school. You should head all correspondence 'Complaint', say exactly why you are unhappy with the chair of governors' findings and ask that a complaints committee be set up to look at the complaint. The committee will meet between 12 and 20 term school days after the clerk to the governors receives your letter. You will be told in advance about the process and what will happen at the meeting of the committee. You can attend in order to present your case to the committee and bring a relative or friend to support you if you want to. You will be told in writing about the committee's findings within 5 term school days from the date of the meeting. The completion of Stage 4 represents the final phase of the complaints procedure within the school.