



OUR LADY & ST JOHN

CATHOLIC COLLEGE

OLSJ Complaints Procedure

As a school, we are committed to working with parents and our local community to provide the best possible education for our pupils. In almost all cases, this works well and parents are very happy with the school's provision. However, at times, parents or other local residents may have concerns that they wish to bring to the school's attention. They have every right to expect that these concerns will be treated seriously and, where possible, resolved satisfactorily. This procedure outlines the ways in which concerns will be dealt with and what will be done if the person raising the concern feels dissatisfied with the school's response.

Informal Procedure

The vast majority of concerns can be dealt with informally and resolved quickly. For a pupil related query, your first contact should be the child's form tutor. Any other queries will be directed to the colleague best placed to deal with the concern and the school will endeavour to resolve it. When we work together, the outcome can be reached quickly, which benefits all concerned. Should you feel dissatisfied with the way it is dealt with or the outcome then you can choose to lodge a formal complaint.

Formal Complaint First Stage

If the concern is not resolved informally, you should contact the Deputy Headteacher, Mrs Spicer. Wherever possible, you should make your complaint in writing by you or by another person on your behalf, with your consent (by letter or email).

The Deputy Headteacher will liaise with the Headteacher and will offer to meet with you, or nominate the appropriate member of staff to discuss your concerns, within ten working days or as soon as is reasonably practicable. Where necessary the Deputy Headteacher, or other nominated member of staff, will carry out a full investigation into the issues raised. The Deputy-Headteacher will give you a response as soon as possible and within ten working days of this meeting wherever possible.

Where the complaint is against the Headteacher, the Chair of Governors, another governor or the Governing Body as a whole, the complaint will move straight to the second stage of the procedure.

Formal Complaint Second Stage

If the complaint cannot satisfactorily be resolved at the first stage of the procedure, you should put your complaint in writing (where possible) to the Chair of Governors (or Vice Chair/nominated governor where the complaint is against the Chair of Governors), which may be by letter or email, via the school. The Chair/Vice Chair/nominated governor should respond to you within ten working days of receiving the complaint, or as soon as is reasonably practicable after this.

The Chair/Vice Chair/nominated governor will review any investigation and Headteacher's decision and may confirm this decision or reach a different decision. The governor may choose to reinvestigate the complaint in whole or in part. The Chair/Vice Chair/nominated governor will communicate his/her response to you as soon as possible but, in any case, within ten working days of the meeting.

Where you are dissatisfied with this response you should move to the appeal stage of the procedure.

Formal Complaint Appeal Stage

If you wish to appeal against the decision made at stage 2 you must indicate your intention to do so within ten working days of receipt of the outcome of the formal stage.

You should do this by sending a written appeal to the Chair of Governors, either by letter or email, or, where the complaint is against the Chair, to the nominated governor. This should state the original complaint and the reasons for on-going dissatisfaction. The Chair of Governors, or nominated governor, may decline to accept a complaint into the Appeal Stage where s/he, acting reasonably, believes that the complaint has been upheld in full at the Formal Stage and in all the circumstances there is no merit in the matter proceeding further.

Should they believe there is merit in proceeding, a governors' panel will be convened, consisting of three governors who have had no previous involvement in consideration of the complaint. A complaints appeal meeting will be held as soon as possible, the date being set and communicated to you within twenty working days of receipt of the appeal wherever possible. The governors' decision will be communicated in writing to you as soon as possible but, in any case, *within five working days* of the meeting. You will have no further right to appeal this decision within the school.

Complaining to the Secretary of State

If you believe that the Governing Body has acted unreasonably you can complain in writing to the Secretary of State for Education. Complaints to the Secretary of State regarding maintained schools are handled by the Department for Education.

Complaining to Ofsted

Ofsted has powers to investigate certain types of complaint from parents to help them to decide whether to inspect a school. Before complaining to an external body it would usually be expected that all stages of this procedure had been exhausted.