

# ANNECY CATHOLIC PRIMARY SCHOOL

**DIOCESE OF ARUNDEL AND BRIGHTON  
EAST SUSSEX COUNTY COUNCIL**

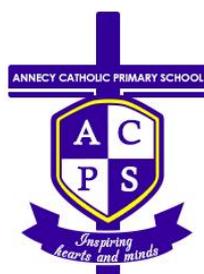
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Headteacher: Paul Gallagher



<b>Approved by</b>	Governing Body
<b>Date</b>	September 2019
<b>Date for Review</b>	October 2022
<b>Responsibility</b>	Headteacher

## COMPLAINTS POLICY & PROCEDURE

### Mission statement

“For with God nothing shall be impossible” Luke 1: 37

- Believing that ALL can succeed, not some or many
- Promoting education as a lifelong journey and one that fulfils every child’s God-given gifts, talents and potential
- Creating a safe and loving environment, where everyone knows that they are loved and valued as a child of God
- Using the Gospel values, not only for the social, moral and spiritual development of pupils, but to underpin the quest for high academic standards within the school
- Working in open and honest partnership with families, the Church and the wider community

# **Annecy Catholic Primary School**

## **Complaints Procedure**

### **Introduction:**

The fundamental objective of the school is to create and maintain a safe, happy and healthy learning environment where every pupil can achieve their full potential. Our ethos is to work in a spirit of co-operation between parents, guardians, staff and our Board of Governors. It is recognised that from time to time parents or guardians may have issues with the way the school discharges its responsibilities to meet its obligations, and these issues may be raised as complaints directly with the school.

In line with the requirements of the Education Act 2002, Annecy Catholic Primary School will:-

- have a complaints procedure that is easily accessible, simple to use and easy to understand.
- promote an open-door policy where every parent can express their concerns to any member of staff.
- encourage resolution of problems by informal means wherever possible.
- resolve all issues swiftly to established timescales, impartially and in a spirit of co-operation.
- ensure a full and fair investigation by an independent person where necessary.
- respect people's desire for confidentiality.
- provide an effective response and appropriate redress where necessary.
- ensure that the Governors regularly monitor complaints received by the school.

Annecy Catholic Primary School prides itself on the quality of the teaching and the pastoral care provided for its pupils. However, if parents do have concerns, they can expect any issues raised to be treated seriously by the school in accordance with this policy document.

### **Vexatious Complaints**

There will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the Chair of Governors is able to inform them in writing that the procedure has been exhausted and that the matter is now closed.

If the complainant writes again on the same issue, then the correspondence may be recognised as vexatious and there will be no obligation on the part of the school to respond.

### **The Complaints Procedure**

**Informal Stage 1 – Review by Class Teacher** - Parent/carer discuss their concerns with child's class teacher, or if they prefer another member of the School's teaching staff. If a resolution cannot be sought at this level or the complainant is dissatisfied at the outcome of these initial discussions then the parent/guardian may wish to escalate the complaint to the next level of the procedure.

**Informal Stage 2 – Review by Headteacher** - the parent/guardian should request an appointment to see the Headteacher. This should be as soon as reasonably practical to avoid any possible worsening of the issue. The Headteacher will investigate fully and communicate findings and/or resolution to the complainant(s) verbally or in writing depending on the nature of the issue. If the parent/guardian is not satisfied with the outcome at this stage then the complaint can be moved to the next level.

**Formal Stage 3 - Complaint heard by Chair of Governors** - If the complainant is not satisfied with the response of the headteacher or the complaint is about the headteacher, the complainant should write to the Chair of Governors to request that their complaint is considered further (email [chair@annecy.org.uk](mailto:chair@annecy.org.uk) or [office@annecy.org.uk](mailto:office@annecy.org.uk) ). If the parent/guardian is not satisfied with the outcome at this stage then the complaint can be moved to the next level for an independent review by a Governors' panel.

**Formal Stage 4 – Governors' Panel** - The complainant should write to the Clerk to Governors clearly stating their complaint and why they feel the matter has not been resolved. The process will follow these time scales:

1. Letter acknowledged, and Governors informed within 5 school days on receipt.
2. The panel sets a date to meet as soon as reasonably practical but no longer than 15 school days from the acknowledgement date of the letter. However, where further investigations are necessary, new time limits may be set. The complainant will be sent details of the new deadline and an explanation for the delay.
3. Governors' panel obtains a reports from the Headteacher and any further information/documentation required within 5 school days before the meeting
4. If the Governors' panel cannot meet because the end of term is less than 15 days from the date of acknowledgement of the letter of complaint, it must meet within 10 days of the start of the new term
5. The Governors' panel will communicate their findings to all parties concerned within 10 school days.

## **FURTHER RECOURSE**

If the complainant is dissatisfied with the Governors' Panel's handling of their complaint, they can complain to the Department for Education (DfE). The DfE will normally only consider a complaint about a school after the school's own complaints procedure has been exhausted. The DfE cannot review or overturn decisions made by the school or Governors. The DfE can only investigate whether the school considered the complaint appropriately. If the DfE finds that the school did not consider a complaint appropriately it can request the school to re-consider the complaint

## Complaint Form

Please complete and return to the School Office. The administrator will acknowledge receipt and explain what action will be taken.

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Post Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Your name: \_\_\_\_\_

Pupils name: \_\_\_\_\_

Relationship to the pupil: \_\_\_\_\_

Please give details of the complaint: (continue on separate sheet if necessary)

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?

Attachments YES / NO - If YES then give details.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Official Use Only

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

Acknowledgment\* sent by: \_\_\_\_\_ Date: \_\_\_\_\_

Complaint referred to: \_\_\_\_\_ Date: \_\_\_\_\_