



*Have faith... believe you can*

## **St John the Baptist School Complaints Procedure**

All complaints, whether from a member of the school community or the general public, will be treated seriously, promptly and with courtesy. All staff, particularly office staff, will receive training in dealing with complaints as part of their induction process. A response to all complaints will be made within 24 hours either by telephone or in writing and the issue resolved within five working days if at all possible.

### **General Public**

Complaints received in writing, by telephone or in person from members of the public will be referred by the recipient (usually reception or office staff) to the Deputy Head. All complaints will be thoroughly investigated by the Deputy Head and, if necessary, appropriate action taken. In all cases the outcome will be notified to the complainant. The complaint and response will be recorded on file by the Deputy Head.

### **Parents and Students**

Complaints by students about other students will be referred to the Head of Year. Complaints by parents about other students will be referred to the Head of Year. In all cases the Head of Year will interview the students concerned and, if necessary, will consult other members of staff to decide on suitable action. Complainants will be informed of the results of the investigation and details will be recorded on file by the Head of Year.

Allegations by parents or students about the behaviour or competency of a member of staff should be made in writing to the Headteacher who will interview parents, students and members of staff as appropriate. The result of the consideration of the complaint will be notified to the complainant in writing and recorded on file by the Headteacher.

Complaints about curriculum matters where the school's practice is disputed should be made in writing either to the Head of Year, if appropriate, or to the Headteacher. These will be considered in consultation with other members of staff as necessary. The result of the consideration of any complaint will be notified to the complainant in writing and recorded on file.

Appeals against any of the decisions made in response to complaints should be made to the Governing Body. This should be made in writing to the Clerk to the Governors at the school who will refer it to the Governing Body. They will convene a meeting to discuss the matter within 10 working days and respond in writing within five working days of the meeting.

**Staff**

Complaints by members of staff should be made initially to the Line Manager, if appropriate, or to the Headteacher.

Serious grievances will be considered according to the Model Grievance Procedure for Schools and Colleges published by the Catholic Education Service.

**All contact details are available from the School Office**

Date: September 2016

To be reviewed by the Governing Body (September 2017)

# RECEPTION

**Please record all queries/complaints received either at the hatchway or on the telephone which need further action.**

**Once the matter has been passed onto the appropriate member of staff please give details and cross entry through.**