



Bury Catholic Preparatory School

School Complaints

Policy & Procedure

Mission Statement

Each child in this school family is as important to us as they are to God.

Aim

We aim to educate all our children in a secure and loving environment, working together to ensure that we give them the positive experiences of success that will give them the confidence and motivation for future learning.

Statement of Intent

It is our intention:

- to deal with any complaint within 28 days
- to maintain confidentiality at all times
- to resolve problems by informal means whenever possible
- to provide parents with an accessible and clear complaints procedure
- to be impartial and non-adversarial
- to handle complaints quickly and with the stated time limits
- to ensure a full and fair investigation of all complaints
- to address all the points raised, provide an effective response and appropriate redress, where necessary
- to ensure that feedback to the school governors effects an improved service.

Initial Concerns

The school operates a well publicised “open door” policy and is pro-active in involving parents so that positive relationships and opportunities for dialogue exist. Informal concerns are taken seriously and parents are encouraged to speak to class teachers and/or the Head teacher. Staff are encouraged to resolve issues immediately or offer to refer the matter to the Head teacher. Staff must log all complaints received, verbal or written.

The Head teacher is the member of staff with responsibility for the operation and management of the school complaints procedures and should be informed of any initial discussion that takes place with parents.

Formal Complaints Procedures

Stage 1

The complaint will be heard by the relevant staff member.

If this is difficult then the complaint may be directed to the complaints co-ordinator, the Head teacher.

Complaints can be made in person, by telephone, or in writing. A complaint form is available from the office or can be downloaded from the school website.

Stage 2

If a parent is dissatisfied with the way their complaint has been handled, then the Head teacher will become involved and she will:

- acknowledge receipt of the complaint within 2 working days
- write to the parent with the outcome of her investigation within 5 working days

Stage 3

If in the event that the issue is not resolved, a Governing Body Complaints Panel meeting will be arranged to be held within 10-15 working days

The parent will be invited to the meeting by letter and informed that he/she may be accompanied, if he/she so wishes.

The panel's findings and recommendations will be sent to the parent within 3 working days. Copies of the findings and recommendations will also be made available to the Board of Directors, the Head teacher and if relevant, the person complained about.

The Complaints Panel includes one person who is independent of the management and running of the school. The panel consists of: Miss Janine Allen, Mr Denis Robson, Mr Winston Taylor Watson and Mrs Shelagh Fellowes.

The Complaints Panel can:

- 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 procedure to ensure that problems of a similar nature do not recur.

Publicising the Procedures

The procedures are:

- Included in the information given to new parents
- Publicised on the website
- Detailed in the school prospectus
- Mentioned in the Home-School Agreement
- Mentioned in the first newsletter of each academic year.

Recording complaints

The school has in place a system for recording all concerns and complaints by parents. This indicates what the complaint was about, who was informed, what action was taken, whether the complaint was resolved at the preliminary stage or taken to a panel hearing.

All correspondence, statements and records of complaints are kept confidential and details are kept for three years.

Appendices

1. Outline of procedures including time limits
2. Complaints form

April 2010