

St. Anthony's School

'We Grow and Learn with Jesus'

Complaints Procedure – November 2019

1 Introduction

St. Anthony's is a Catholic school, founded by and forming part of the Catholic Church.

Every day this school makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint - you may have a concern or worry and just want to get something 'off your chest'.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel free to contact us via telephone (01923 226987) or email (admin@stanthonys.herts.sch.uk).

2 Our Aims

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- If your complaint is urgent we will deal with it more quickly.
- We will keep you up to date with progress at each stage.
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal complaints within **28 school days (5½ weeks)**.

3 How to make a complaint

3.1 In the first instance – informal stage

In most cases, if appropriate, a complaint can be taken up with the class teacher and resolved promptly. If the matter remains unresolved the complaint should be taken to the relevant Key Stage co-ordinator, who is the designated complaints co-ordinator. If parents remain unsatisfied they should be referred to the Headteacher. If the complaint is still unresolved, you will be asked to write a letter to the Chair of Governors and the matter will follow a formal process as described in the following paragraphs.

3.2 Formal stage

If you remain dissatisfied following the informal process and wish to take your complaint further, you will be asked to write a letter addressed to the Chair of Governors. In the letter you should:

- Make it clear why you are complaining.
- Say who you have spoken to already.
- Explain what you want to happen as a result of your complaint.

The Chair of Governors will arrange for your complaint to be considered and investigated under the arrangements approved by the Governing Body. This is likely to involve a Panel of Governors. If the Chair of Governors or another Governor has been involved in discussions to help settle the disagreement at Stage 1, s/he should arrange for another Governor to take charge of the investigation. The Governor in charge of investigating the complaint may ask to meet you to discuss your concerns.

You should make sure that the Governors' Complaint Panel is provided with any written information or evidence you intend to use in a formal hearing. You may bring a friend, representative or interpreter to any meeting if you wish. The Chair of the Panel may invite any person who may help establish the facts of the complaint. The Chair should tell you who this person is before the meeting. If any member of staff is required by the Governing Body to attend a meeting they will have the opportunity to be accompanied or represented as they wish. A member of staff named in a complaint may also choose to attend a meeting, even if not required to do so by the Governors. They may be represented. If this happens, we will inform you in advance.

When the Panel has fully investigated your complaint, the Chair of the Panel or the Governor in charge of the investigation will write to you to tell you the findings. These findings will be reported to the Governing Body. The Chair of Governors will then write to you confirming the outcome of your complaint and any agreed actions to be taken. Our Governing Body will aim to deal with your complaint **within 28 school days (5½ weeks)**.

4 Further recourse

Most complaints are resolved by the informal and formal stages described earlier. Should your complaint remain unresolved, your further options are as follows:

- You may complain to the Diocese:

The Director of the Education Service,
Diocese of Westminster,
Vaughan House,
46 Francis Street,
London SW1P 1QN.

Email: education@rcdow.org.uk, Website: www.rcdow.org.uk.
Telephone: 020 7798 9005.

- You can complain to the Secretary of State at the Department for Education:

The Secretary of State
Department for Education
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT
Website: www.education.gov.uk
Telephone: 0370 000 2288

- In the case of complaints about **Special Educational Needs provision**, you may complain further to the Local Authority. This should be done by writing to the Children's Services Complaints Manager.

It should be noted however that if you wish to pursue this route, you must do so within **20 working days (4 weeks)** of receiving the written outcome of the hearing into your complaint. After **20 working days (4 weeks)**, neither the school nor the Local Authority is under any obligation to investigate or progress your complaint any further.

5 List of Contacts

Head Teacher: Mrs. P.M. Wilson – Tel. 01923 226987

Chairman of the Governing Body: Dr. David Callaghan – Tel. 01923 243658

Clerk to the Governing Body: Mrs. R. Wassell – Tel. 01923 226987