

# Thomas More Catholic School



## COMPLAINTS POLICY

### Mission Statement

**To Care** for, respect and value all people and our environment.

**To Learn** that justice and love are the foundations of our Faith.  
To make these the guiding principles of our community in its commitment to academic excellence and personal integrity.

**To Achieve** beyond our highest expectations, creating challenging opportunities, which take us all confidently through the 21<sup>st</sup> Century.

This policy has been adopted by the Governing Body of Thomas More Catholic School, and is subject to an annual review

Date Reviewed	Autumn Term 2018
Review Confirmed by	Chair, Curriculum Committee
Next Review Due	Autumn Term 2019

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## CONTEXT

We firmly believe at Thomas More Catholic School that we work best when we are in a true partnership with parents / guardians.

Sometimes, the decisions we make may be challenging or difficult to understand and, despite every attempt to resolve issues, parents may still feel frustrated about a situation.

At Thomas More Catholic School it is important that everyone is clear what procedures the school uses to put a situation back on the right track as soon as possible.

### **Stage 1. Informal Complaints :**

Parents should make an expression of concern at the earliest opportunity by either;

- ✓ Write a comment for the Form Tutor in your child's Student Planner.
- ✓ Write or telephone your child's Tutor or Year Leader to ask for a meeting.
- ✓ Telephone or write to one of the Deputy Headteachers.
- ✓ Write to, or telephone, the Headteacher for an appointment to discuss the issues.

Please be advised that all complaints are treated with respect and will be formally acknowledged.

### **Stage 2. Complaint**

If you are not satisfied with the outcome at Stage 1. you may wish to make a formal complaint. This should be done in writing to the Headteacher. Your complaint should be acknowledged within 3 school days.

An investigation will be carried out and the outcome will be communicated to you within 20 school days. The written response should include a full explanation of the decision and the reasoning for it (if additional time is required to formulate a response this will be explained to you). Where appropriate the response should include what action the school will take to resolve it.

The head teacher may delegate the task of collating the information to another member of staff but not the decision on the action to be taken.

Once a decision has been reached, the head teacher should ensure that you are clear about the action taken and what to do if you remain dissatisfied (see below).

When the head teacher receives your written complaint, they may decide to refer the matter immediately to a governing body complaint panel.

If the complaint is about the head teacher, the matter should be referred to the Chair

of Governors of the school.

### **Stage 3. Governing Body**

Complaints rarely reach this formal level but should you need to, you should make a formal complaint to the governing body complaints panel within 10 school days of the decision from the school.

Your letter to the governing body needs to set out why you remain dissatisfied and what outcomes you are seeking.

A governing body complaints panel will normally consist of three people, none of whom will have been previously involved in your complaint. They will let you know when your complaint is to be considered. If a meeting with you and others involved is considered appropriate, you should be given seven days' notice. The complaints panel will make their decision in private and write to you with their findings and any recommendations within seven school days.

### **Stage 4. Final Complaint Stage**

If all attempts to resolve the complaint have been unsuccessful, for most schools you may refer your complaint to the Secretary of State for Education at the Department for Education (DfE), Sanctuary Buildings, Great Smith Street, London, SW1P 3BT. For more information, please visit: [www.education.gov.uk](http://www.education.gov.uk)

The Secretary of State is unlikely to investigate individual issues but can inspect the school's policies and procedures and make sure these have been followed.

Please also see 'Responding to you concerns in relation to schools' issued by Croydon Council :

[https://www.croydon.gov.uk/sites/default/files/articles/downloads/A\\_150361\\_Schools\\_complaints\\_leaflet\\_0.pdf](https://www.croydon.gov.uk/sites/default/files/articles/downloads/A_150361_Schools_complaints_leaflet_0.pdf)

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