



ST MICHAEL'S
C of E PRIMARY
HIGHGATE

Complaints Policy and Procedure

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Responsible for this policy	Geraldine Gallagher

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Overview

As a Church of England School, Christian values are at the heart of all we do. We value our relationship with parents and all members of the school and local community. We welcome communication and we will listen carefully to any concerns raised and take prompt action where necessary.

Where complaints are made, we have a clear policy in place to ensure that they are dealt with swiftly and effectively.

The Governing Body has devised a complaints policy and procedure with the intention that it will:

- Usually be possible to resolve problems informally;
- Treat all complaints confidentially;
- Reaffirm the partnership between parents, staff and governors as we work together for the good of the pupils in the school; and that we actively encourage strong home-school links;
- Inform future practice so that a problem is unlikely to recur;
- Ensure that the school's attitude to a pupil will never be affected by a parental complaint;
- Ensure that the person making the complaint and any person complained against are treated equally;
- Be regularly reviewed

The school follows the "Best Practice Advice for School Complaints Procedures 2019", published by the Department for Education.

Raising a Concern

Any person may raise concerns to St Michael's School about any provision of facilities or services.

If you do have a concern, we would like you to tell us about it so that we may be aware of the issue and to allow us to take swift action. Be assured that no matter what you wish to share with us, our support and respect for you and any pupil will not be affected.

The majority of concerns can be resolved informally by speaking to a member of staff confidentially. If you have a concern, please raise it without delay as it is difficult for us to investigate properly an incident or problem which is more than a day or two old.

Please contact your child's class teacher and arrange a time when you can discuss your concern. It may be possible for you to see the member of staff

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straight away but normally it is better to make an appointment so that you can sit and talk things through.

We will make every effort to resolve your concerns informally. It may be possible to give a response immediately, but where any investigation or information is required, a response will be given within five school days.

If you find that we have been unable to resolve your concerns, and you would like to make a complaint, please follow the school's complaints policy and procedure.

Our procedure is in two stages as detailed below:

Stage 1: Formal Complaint to Headteacher

Within ten school days of receiving a response to the concern initially raised, please contact the head by email at admin@stmichaelsn6.com in order to make an appointment.

It would be helpful if you provide a brief outline of your concern on the School's Complaints Form (which you will find at Appendix B).

The Headteacher will meet with you and discuss your complaint. Following your discussion, you may have to wait a short time while investigations are carried out depending on the nature of your complaint.

Every effort will be made to resolve the situation as quickly as possible and the Headteacher will send you a written response within 5 school days of your meeting. If it is not possible to respond within this timescale, the Headteacher will tell you when you can expect a response.

The problem will normally be resolved by this stage. However, if you are still dissatisfied and wish to take the complaint further; please follow the procedure at Stage 2.

Stage 2: Formal Complaint to Complaints Panel

Within 20 school days of receiving a response from the Headteacher, you may write to the Clerk to the Governors and request that your complaint is considered by a Complaints Panel of the Governing Body. Please contact the clerk by email at admin@stmichaelsn6.com. The Clerk will then organise a date for a hearing.

The Complaints Panel will be formed of three governors who have had no prior involvement in the complaint. Copies of all relevant documentation are provided to them five days prior to a hearing date.

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The hearing will be conducted in an informal way and you are welcome to bring a friend with you. The Panel will listen to you, to the Headteacher and, if appropriate, any others involved and come to a decision.

You will receive the written decision within 3 days.

Appendix A

The table below summarises the procedure:

Stage	Description	Timescale for receipt of complaint	Time-limit for school's response
Stage 1 Making a Complaint	Written complaint to Headteacher (or Chair of Governors at chairofgov@stm.com if complaint is about the Headteacher)	Within 10 school days of receipt of response to concern raised	Acknowledge within 3 school days. Written response within 5 school days.
Stage 2 Making a Complaint	Governors' Complaints' Panel Hearing	Within 10 school days of receipt of response to Stage 2	Clerk to acknowledge receipt within 5 school days. Hearing set up within 20 school days with 10 days' notice of meeting. Agenda and papers sent out 7 days in advance. Decision letter within 3 school days.



Appendix B

<h1>COMPLAINT FORM</h1>	
FAO Headteacher Send to: admin@stmichaelsn6.com	
When we receive a written complaint, we aim to acknowledge its receipt within 3 school days and send a full or interim response within 10 school days.	
Name of complainant:	Name of pupil (if relevant):
	Relationship to pupil (if relevant):
Address:	
Telephone (day):	Telephone (evening):
What is your concern and how has it affected you?	
Are you attaching any paperwork? If so, please list below:	
Have you discussed this matter with a member of staff before filling in this form? If so, who did you speak to and what was the response?	
What actions do you feel might resolve the problem at this stage?	
Signature:	Date:
Official use only: date acknowledgement sent:	
By whom:	
Complaint referred to on	

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