

Compliments, Comments, Concerns and Complaints Form

Name Address

Child's
Name

Child's
Class

Do you wish to make a

Compliment Comment
Concern Or Complaint

(please tick a box)

(If you have already tried to resolve your concern, please say briefly who has dealt with it)

Please briefly explain what you want us to know

You may continue on separate sheet if necessary)

Signature.....
Date.....



Compliments, Comments, Concerns
and Complaints

*Catholic schools aim to be places
where love of one's neighbour is
obvious at all times.*

*One of the most important ways we can
work towards this is by listening to our
parents and carers, pupils and the parish
community.*

Compliments & Comments

If you are happy with our school please tell us. It is helpful to know when we are 'getting it right'. We will pass on your compliments to the people concerned. Your comments and suggestions are welcomed and valued. We record the information you provide and will use it to improve our school.

All our staff have committed themselves to care for and help children in a way which is consistent with the Catholic ethos of our school. Nevertheless, as in any organisation, parents or carers may from time to time have a concern. If this happens, we would like to know, so that we have an opportunity to put things right and make sure that we learn from our mistakes.

Concerns and complaints

Initial concerns

Concerns ought to be handled, if at all possible, without the need for formal procedures. In most cases a staff member (class teacher) will receive the first approach as an expression of concern and it will be resolved.

If you have a concern about one of the following please contact Mr G O'Hara in writing c/o school:

Admissions

Child Protection
School Curriculum
Staff Grievance and Discipline
Exclusions
Special Educational Needs
Public Examination Results

Formal procedures only need to be used when initial attempts to resolve the issue are unsuccessful. The next section briefly outlines the complaints procedure. The full procedure is available from the school office on request (Mrs Neenan).

The Complaints Procedure

The member of staff who manages the school complaints procedure is known as the school's 'complaints coordinator'.

Our complaints coordinator is: **Mr G M O'Hara**

Formal procedures only need to be used when initial attempts to resolve the issue are unsuccessful. All complaints must be made **in writing** to the complaints co-ordinator, who will hear to initial complaint. The complaints co-ordinator will seek to resolve the complaint by meeting with the complainant and investigating the complaint. Where the complaint concerns the head teacher, the complaints coordinator can refer the complaint to the chair of governors. The chair (or nominee) will then conduct Stage One.

Stage Two

The complaint is heard by the governors' complaints appeal panel

If the complaint is not resolved, the complainant needs to write to the chair of governors giving details of the complaint. A complaints form is available at the end of this document for this purpose.

- The chair will convene a complaints appeal panel.
- The panel may consist of three or five governors
- It will be independent and impartial.

The governors' appeal hearing is the last school-based stage of the complaints procedure, and is not convened merely to rubber-stamp previous decisions.

The chair of the panel will give the panel's decision, in writing, with reasons clearly explained, within 5 working days of the meeting.

Stage Three

The conduct of the procedures may be investigated by the Diocese

If after Stage Two, the complainant is not satisfied that the complaints procedures were conducted properly and fairly, there is a further right to request an investigation by the Diocesan Schools Commission.

Apply to
The Director of Schools, Diocesan Schools Commission
61 Coventry Road, Coleshill, B46 3EA