

**St. Robert's Catholic**



**Primary**

**St Robert's Catholic Primary School**

**Ysgol Gynradd Gatholig Sant Robert**

**Complaints Policy and Procedure**

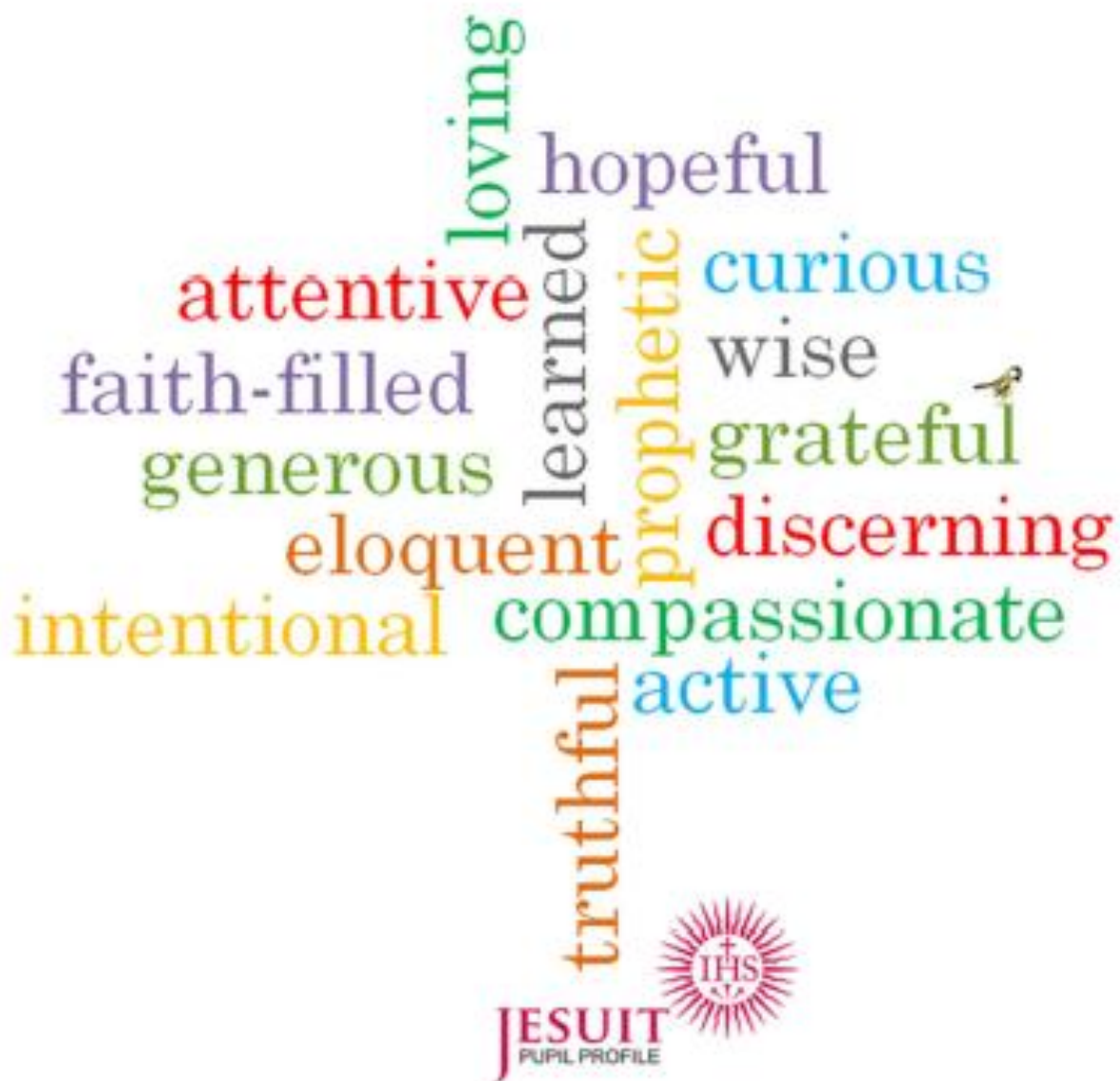
Scope	This policy applies to all stakeholders of the school
Policy Adopted By	Head Teacher and Governing Body
Signed	<i>C Beveridge</i>
Date	Autumn 2025
Date of Review	Autumn 2026

## Mission Statement - 'Jesus in Us' 'Iesu ynom Ni'

*Jesus and the 'Good News' that He brings is the basis of our school life.*

Each person in our school is unique and our intention is that they will be Ambitious, Capable Learners, Ethically, Informed Citizens, Enterprising, Creative Contributors & Healthy, Confident Individuals.

They will be Virtue - led and develop to their full potential - with Jesus as their guide, the Holy Spirit as their inspiration and God as their loving Father.



## **Introduction**

We believe that St Robert's Catholic Primary School provides a good education for all our children, and that the Head teacher and other staff work very hard to build positive relationships with all parents. However, Section 29 of the Education Act 2002 requires the governing bodies of all maintained schools in Wales to establish procedures for dealing with complaints and to publicise such procedures. A complaints procedure is a way of ensuring that anyone with an interest in the school can raise a concern, with the confidence that it will be considered properly and heard and, if upheld, that the matter will be addressed appropriately and without delay.

Our definition of a complaint is "a written or verbal expression of dissatisfaction in relation to the school or a member of its staff that requires a response from the school."

## **Aims and Objectives**

St. Robert's Catholic Primary School aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## **When to use This Process**

- When you have a concern or make a complaint we will usually respond in the way we explain below. Sometimes you might be concerned about matters that are not decided by the school, in which case we will tell you who to complain to. At other times you may be concerned about matters that are handled by other procedures, in which case we will explain to you how your concern will be dealt with.
- If your concern or complaint is about another body as well as the school (for example the Local Authority/ Archdiocesan) we will work with them to decide how to handle your concern.

## **Have You Asked Us Yet?**

- If you are approaching us for the first time you should give us a chance to respond. If you are not happy with our response then you may make a

complaint using the procedure we describe below. Most concerns can be settled quickly by speaking to the relevant person in school, without the need to use a formal procedure.

### **What We Expect From You?**

We believe that all complainants have a right to be heard, understood and respected. School staff and governors also have the same rights. We expect you to be polite and courteous. We will not tolerate aggressive, abusive or unreasonable behaviour. We will also not tolerate unreasonable demands or unreasonable persistence or vexatious complaining. If the Headteacher and/or governing body receive unreasonable persistence or vexatious complaining, this may be deferred to the Director of Education for further consideration. If the Director of Education determines the complaint to be unreasonable or vexatious, it will be disregarded. If the complaint is determined not to be unreasonable or vexatious, this will be referred back to the governing body, to be dealt with in accordance with this procedure.

An unreasonable or vexatious complaint can be characterised in a number of ways:

- Complaints which are obsessive, persistent, harassing, prolific, repetitious;
- Insistence upon pursuing unrealistic outcomes beyond all reason;
- Insistence upon pursuing complaints in an unreasonable manner;
- Complaints which are designed to cause disruption or annoyance;
- Demands for redress which lack any serious purpose or value.

### **Our approach to answering your concern or complaint**

- We will consider all your concerns and complaints in an open and fair way.
- At all times the school will respect the rights and feelings of those involved and make every effort to protect confidential information.
- Timescales for dealing with your concerns or complaints may need to be extended following discussion with you.
- We may ask for advice from the Local Authority/Archdiocesan where appropriate.
- Some types of concern or complaint may raise issues that have to be dealt with in another way (other than this complaints policy), in which

case we will explain why this is so, and will tell you what steps will be taken.

- The governing body will keep records of document used to investigate your concern or complaint for seven years after it has been dealt with. Records will be kept in school and reviewed by the governing body after seven years to decide if they need to be kept longer.
- Complaints that are made anonymously will be recorded but investigation will be at the discretion of the school depending on the nature of the complaint.
- Where complainants are considered to have been made only to cause harm or offence to individuals or the school, the governing body will ensure that records are kept of the investigations that are made and what actions are taken, including the reasons for "no action".

### **Answering your concern or complaint**

- The chart in Appendix A shows what may happen when you make a complaint or raise a concern. There are up to three stages: 1, 2 and 3. Most complaints can be resolved at stages 1 or 2. You can bring a relative or companion to support you at any time during the process but you will be expected to speak yourself. However, we recognise that when a complainant is a pupil it is reasonable for the companion to speak on their behalf and/or to advise the pupil.
- As far as possible, your concern or complaint will be dealt with on a confidential basis. However, there could be occasions when the person dealing with your concern or complaint will need to consider whether anyone else within the school needs to know about your concern or complaint, so as to address it appropriately.
- If you are a pupil under 16 and wish to raise a concern or bring a complaint we will ask for your permission before we involve your parent(s) or carer(s). If you are a pupil under 16 and are involved in a complaint in any other way, we may ask your parent(s) or carer(s) to become involved and attend any discussion or interview with you.

### **Stage 1**

- If you have a concern, you can often resolve informally by talking to a teacher or the Headteacher. You should raise your concern as soon as you

can; normally we would expect you to raise your issue within 10 school days of any incident. The longer you leave it the harder it might be for those involved to deal with it effectively.

We will try to let you know what we have done or are doing about your concern normally within 10 school days.

- If you are a pupil, you can raise your concerns with your school council representative, class teacher or other member of school staff. This will not stop you, at a later date, from raising a complaint if you feel that the issue(s) you have raised have not been dealt with properly.

## **Stage 2**

It is rare that a complaint will progress any further. However, if you still feel that your complaint has not been dealt with fairly, you should write, through the school's address to 5 the Chairperson of the governing body setting out your reasons for asking the governing body's Complaints Committee to consider your complaint. You do not have to write down details of your whole complaint again.

In most cases, we would expect that your concern is resolved informally. However, if you feel that your initial concern has not been dealt with appropriately you should put your complaint in writing to the Headteacher. You may wish to use the attached form to register your complaint. We would expect you to do this within five school days of receiving an unacceptable response to your initial concern.

The Headteacher (or a designated member of the Senior Management Team) will investigate your complaint.

The Headteacher or designated member of staff will invite you to discuss your complaint at a meeting. We will aim to have a meeting with you and to explain what will happen, normally within 10 school days of receiving your letter.

Following the meeting the investigation into your complaint will be completed and you will be notified of the outcome, normally within 10 working days.

If your complaint is about the Headteacher, you should put your complaint in writing to the chair of governors, addressed to the school, to ask for your complaint to be investigated. The chair of governors will either undertake the investigation or may delegate it to another governor.

### **Stage 3**

It is rare that a complaint will progress any further, but the final stage in our complaint policy is consideration by the Complaints Committee of the governing body.

If you still feel that your complaint has not been dealt with fairly at Stages 1 and 2 you should write to the chair of governors, addressed to the school, setting out your reasons for asking the governing body's complaints committee to consider your complaint. You do not have to write down details of your whole complaint again. The complaints committee will normally have a meeting with you within 15 school days of receiving your letter.

The Clerk to the Governors will formally invite to attend the complaints hearing and every attempt will be made to agree a mutually available date and time. The Clerk will send out the invite 5 working days in advance of the hearing and circulate all the evidence and documentation to all involved prior to the meeting. Normally, in order to deal with the complaint as quickly as possible, the complaints committee will not reschedule the meeting more than once. If you ask to reschedule the meeting more than once, the committee may think it reasonable to make a decision on the complaint in your absence to avoid unnecessary delays.

At the hearing the chair will ensure that:

- everyone is introduced;
- all relevant issues are addressed;
- the meeting is conducted with respect and courtesy;
- everyone has the opportunity to speak and ask questions without interruption;
- the meeting does not become confrontational - if there is serious risk that this may happen, or the relationship between the complainant and others involved in the complaint has broken down, the committee can agree to meet people separately;
- everyone is aware that the decision of the committee is final.

Procedurally the chair will:

- ask the complainant to explain their complaint

- ask the Headteacher or whoever is representing the school to explain findings of fact and any actions taken by the school
- ask any witnesses to speak
- invite committee members to ask questions of any person.

The committee will consider their decision in private and will write to you within 10 school days of the meeting explaining the outcome of the committee's consideration.

The governing body's complaints committee is the final arbiter of complaints and there is no further appeal.

### **Special circumstances**

There are circumstances where the complaints procedure will be applied differently, as indicated below:

#### **(a). A governor or group of governors**

Your concern or complaint will be referred to the chair of governors for investigation. The chair may alternatively delegate the matter to another governor for investigation. Stage 2 onwards of the complaints procedure will apply.

#### **(b). The chair of governors or headteacher and chair of governors**

The vice chair of governors will be informed and will investigate it or may delegate it to another governor. Stage 2 onwards of the complaints procedure will apply.

#### **(c). Both the chair of governors and vice chair of governors**

Your complaint will be referred to the clerk to the governing body who will inform the chair of the complaints committee. Stage 3 of the complaints procedure will then apply.

#### **(d). The whole governing body**

Your complaint will be referred to the clerk to the governing body who will inform the Headteacher, chair of governors, local authority and, where appropriate, the diocesan authority. The authorities will usually agree arrangements with the governing body for independent investigation of the complaint.

### **When NOT to use the school complaints procedure**

If a complaint raises issues about staff capability, staff grievance, staff discipline or child protection, then action must be taken under those procedures and they should take precedence. The complaints procedure must not take the place of those other procedures. Separate procedures also exist to deal with complaints about school admissions (VA schools only) or exclusion, special educational needs provision, school organisation proposals, religious worship and the delivery of the curriculum.

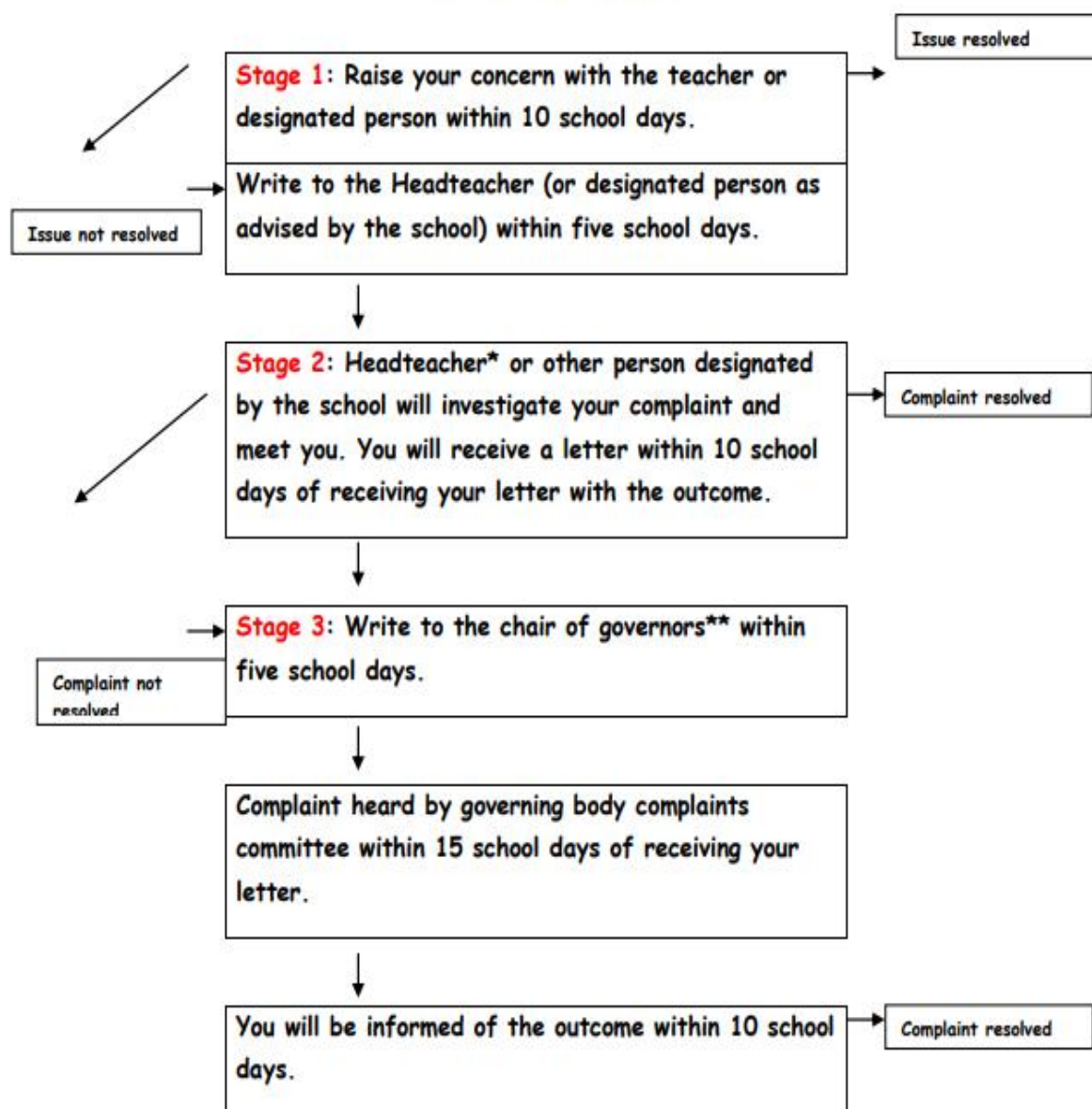
### **Our commitment to you**

- We will take your concerns and complaints seriously and, where we have made mistakes, will try to learn from them.
- If you need help to make your concerns known we will try and assist you. If you are a young person and need extra assistance the Welsh Government has established MEIC, which is a national advocacy and advice helpline for children and young people.
- Advice and support can also be accessed from the Children's Commissioner for Wales. MEIC may be contacted by freephone: 0808 802 3456 or text: 84001. This service is operated 24 hours a day and also on [www.meic.cymru.org](http://www.meic.cymru.org)
- The Children's Commissioner for Wales can be contacted by freephone: 0808 801 1000 (Monday - Friday 9.00a.m. to 5.00p.m.), text: 80 800 (start your message with COM) or e-mail: [advice@childcomwales.org.uk](mailto:advice@childcomwales.org.uk)

### **Monitoring and Review**

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. This policy is made available to all parents, so that they can be properly informed about the complaints process. Monitoring and Review This policy will be reviewed by the Governing Body every two years or earlier if deemed necessary.

## School Complaints



\*If the complaint is about the Headteacher you should write to the Chair of Governors.

\*\*If the complaint is about the Chair of Governors you should write to the Vice Chair.

All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible.

The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.

**St Robert's Catholic Primary School**

**Meeting Request Form**

I wish to meet..... to discuss the following matter.

Brief details of topic to be discussed:

Dates/times when it would be most convenient for a meeting:

Your name:.....

Relationship with the school (parent/carer, grandparent etc.).....

Pupil name (if relevant to the matter being discussed) :.....

Address: .....

Telephone Number:.....

Email address:.....

Signed:..... Date:.....

**Please complete this form and return it to the school office.**

**School Use:**

Date form received:

Date response sent:

Received by:

Response sent by:

Signed:

Signed:

## St Robert's Catholic Primary School

### Formal complaint form

*Please complete this form and return it to the school office or the Headteacher in a sealed envelope who will acknowledge its receipt and inform you of the next stage in the procedure.*

Your name:.....

Relationship with the school (parent/carer, grandparent etc.).....

Pupil name (if relevant to the matter being discussed) :.....

Address: .....

Telephone Number:.....

Email address:.....

Please give details of your complaint (including dates, names of witnesses etc.) to allow the matter to be fully investigated.

*You may continue on a separate sheet or attach additional documents if you wish.*

*Number of additional pages attached:*

What action, if any, have you already take to try and resolve your complaint? (i.e. who have you spoken with or written to and what was the result?):

What actions do you feel might resolve the problem at this stage?

**School Use:**

*Date formed received:*

*Date response sent:*

*Received by:*

*Response sent by:*

*Signed:*

*Signed:*

*Complaint referred to:*

*Date:*

## St Robert's Catholic Primary School

### Complaint Review Request Form

*Please complete this form and return it to the Headteacher (Or Clerk to the Governing Body), who will acknowledge its receipt and inform you of the next stage in the procedure.*

Your name:.....

Relationship with the school (parent/carer, grandparent etc.).....

Pupil name (if relevant to the matter being discussed) :.....

Address: .....

Telephone Number:.....

Email address:.....

Dear.....

I submitted a formal complaint to the school on.....and am dissatisfied by the procedure that has been followed.

My complaint was submitted to.....and I received a response from..... on.....

I have attached copies of my formal complaint and the response(s) from the school. I am dissatisfied with the way in which the procedure was carried out because:

*You may continue on a separate sheet or attach additional documents if you wish.*

*Number of additional pages attached:*

What actions do you feel might resolve the problem at this stage?

Signed:.....

Date:.....

**School Use:**

*Date formed received:*

*Date response sent:*

*Received by:*

*Response sent by:*

*Signed:*

*Signed:*

*Complaint referred to:*

*Date:*