



St. Illtyd's Catholic High School

Complaints Policy

July 2024

Role	Name(s)
Head of Centre	David B Thomas
SLT Lead	David B Thomas
Date adopted by Governing Body	12 th July 2024
Review Date	July 2027

1. Introduction

1.1 St. Illtyd's Catholic High School is committed to effectively addressing complaints. Our aim is to clarify any issues and resolve any mistakes, as well as apologise when necessary. We also strive to learn from mistakes and use that experience to improve our school.

1.2 Our definition of a complaint is an expression of dissatisfaction in relation to the school or a member of its staff that requires a response from the school.'

There are separate procedures for certain concerns such as: Curriculum, Religious Education and Collective Worship, Admissions, Exclusions, Staff Grievance, Teacher Capacity, Staff Discipline, Child Policy Issues, Additional Learning Needs (ALN), complaints about an individual or organization not governed by the school, potential criminal conduct, complaints about pupil conduct outside the school, and complaints about staff conduct outside the school.

1.3 This complaints policy supports our commitment to ensuring that anyone with an interest in the school can raise a concern with confidence that it will be heard and, if well founded, addressed in an appropriate and timely fashion.

2. When to use this procedure

2.1 When you have a concern or make a complaint, we will usually respond in the way we explain below. If your concern or complaint is about another body as well as the school (e.g. the local authority), we will work with them to decide how to handle your concern.

3. Have you asked us yet?

3.1 If you are approaching us for the first time, you should give us a chance to respond. Most concerns can be settled quickly just by speaking to the relevant person in school, without the need to use a formal procedure.

4. What we expect from you

4.1 We believe that all complainants have a right to be heard, understood, and respected. We expect you to be polite and courteous. We will not tolerate aggressive, abusive, or unreasonable behaviour, or unreasonable demands, persistence, or vexatious complaining.

5. Our approach to answering your concern or complaint

5.1 We will consider all concerns and complaints in an open and fair way, respecting the rights and feelings of those involved and protecting confidential information.

5.2 Timescales for dealing with concerns or complaints may need to be extended following

discussion with you, and we may ask for advice from the local authority or diocesan authority where appropriate.

5.3 Some types of concern or complaint may have to be dealt with in another way, in which case we will explain why this is so, and will tell you what steps will be taken.

5.4 The school will keep records of documents used to investigate concerns or complaints for seven years after they have been dealt with.

6. Answering your concern or complaint

6.1 Concerns and complaints can be resolved in up to three Stages A, B, and C. Most complaints can be resolved at Stages A or B.

6.2 We will aim to resolve your concern or complaint on a confidential basis and will involve you in the process.

6.3 If you are a pupil under 16 and wish to raise a concern or bring a complaint, we will ask for your permission before involving your parent(s) or carer(s).

Complaints procedure

Stage A

If you have a concern, you can often resolve it quickly by talking to a teacher/member of staff or the headteacher and we will aim to inform you of the outcome within 10 school days.

We will keep you informed of the progress being made with your concern or complaint.

Stage B

Most concerns are expected to be resolved informally and, if not, you should put your complaint in writing to the headteacher within five school days of receiving a response to your concern at Stage A.

The headteacher may invite you to discuss your complaint at a meeting. The outcome will be communicated to you in writing within 10 school days of receiving the complaint.

Stage C

If you still feel that your complaint has not been dealt with fairly, you should write to the chair of governors setting out your reasons for asking the governing body's complaints committee to consider your complaint. This request must be received within five school days of receiving a response to your concerns at Stage B.

The governors' complaints committee will review the complaint and may invite you to a meeting if they feel this is necessary. If a meeting is required by the committee, and 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. The outcome will be communicated to you within 15 school days.

The governing body's complaints committee is the final arbiter of complaints.

7. Special circumstances

7.1 Where a complaint is made about any of the following the complaints procedure will be applied differently.

The headteacher:

- The concern or complaint will be referred to the chair of governors who will undertake the investigation or may delegate it to another governor. Stage B onwards of the complaints procedure will apply.

A governor or group of governors:

- The 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 B onwards of the complaints procedure will apply.

The chair of governors and/or headteacher:

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

Both the chair of governors and vice chair of governors:

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

The whole governing body:

- The 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 agree arrangements with the governing body for independent investigation and consideration of the complaint.

8. Our commitment to you

8.1 We will take your concerns and complaints seriously and strive to learn from any mistakes. If you need help to make your concerns known, we will try and assist you, and additional support can be accessed from relevant authorities.

8.2 The governing body has consulted with staff and pupils on this policy and will consult further if any amendments are made in the future.