



## COMPLAINTS PROCEDURE

**MISSION STATEMENT:** St. Mary's strives to become a lively Christian community based on mutual love and respect, to educate young people to meet the challenges of life confidently, to develop their personal talents to the full and to live out the values of Christ and His Gospel.

The School believes that children and parents are entitled to expect courtesy and attention to their needs and wishes. Prompt and serious attention will be given to any parental concerns.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures will be implemented:

### Stage 1

Any parent/carer who has a complaint about an aspect of the school will discuss these concerns with the Headteacher/Deputy Headteacher. Sufficient details should be provided about the complaint for the school Management Team to investigate it.

An agreed written record of the discussion will be made. All parties present will sign the record and receive a copy. Written complaints will receive a reply within 15 working days of receipt.

### Stage 2

If agreement cannot be reached at the meeting or a parent/carer is dissatisfied with the written reply, then the Chair of Trustees (Brother Francis) should be approached in writing. The Chair of Trustees will acknowledge receipt of the letter and then investigate the issue, providing a written reply within 15 working days.

### Stage 3

Should the parents/carers still not be satisfied, then an appeal may be lodged with the Trustees and an Appeal Committee consisting of 3 people, none of whom will have been involved in any previous decision, and at least one of whom is independent of the school, will meet to consider the problem. It will meet within 15 days of receiving the written request for appeal. Parents/carers have a right to attend and contribute to this appeal meeting and to be accompanied. Written records will be kept and all records must be held on file in the Head's Office and with the Chair of Trustees. Everyone at the meeting will sign and receive a copy. This signifies the procedure has concluded. All proceedings are to be confidential and the Appeal Committee's decision will be final.

**Reviewed:**

Jan 2007/BD	Jan 2008/BF	Jan 2010/ DO	M a r c h 2011/DO		