



ST GREGORY'S CATHOLIC COMPREHENSIVE SCHOOL NON STATUTORY COMPLAINTS POLICY

<u>Policy Statements</u>	<u>Monitoring Success Criteria</u>
The Governors are committed to supporting the school in its endeavours and to ensuring that the following are achieved in the light of its Mission Statement "Christ at the Centre of Living and Learning":	The Governors consider that the following criteria are evidence of successful implementation of each of the policy statements:
1. All parents/carers, students and third parties are aware how to raise any issues of concern or uncertainty	<ul style="list-style-type: none"> • All new students and their parents/carers are made aware of this and other school policies and procedures relating to complaints • All users of the school site are made aware of this and other school policies and procedures relating to complaints
2. All issues of concern or uncertainty raised under the remit of this policy are handled in a consistent and fair manner.	<p>The school has a procedure that ensures all issues of concern or uncertainty are handled in the following manner:</p> <ul style="list-style-type: none"> • in the first instance issues should be raised where ever possible with the appropriate member of staff, and if this is not possible with the Headteacher or another senior member of staff • if the complainant still has concerns they should put the complaint in writing to the Headteacher and to the Clerk to the Governors. • the Clerk will refer the complaint to the appropriate committee of the Governing Body and will inform the Chairman of Governors. • the relevant committee Chairman will consider the complaint and if appropriate call a working group of the committee to consider the matter in discussion with the Headteacher • the complainant will be kept informed of the response to their complaint and will receive a written reply from the committee in due time, and at least within one calendar month of the initial complaint being received by the Clerk. • the complainant has the right of appeal to an independent tribunal, except in matters relating to religious education where the matter is referred to the current area Bishop.

Notes

- (1) The remit of this policy is all issues & concerns except those relating to statutory curriculum issues, SEN assessment, student admissions or exclusions
- (2) Further information on complaint procedures can be obtained by writing to the Clerk to the Governors at the school

Linked Documents

Non Statutory Complaints Procedure

Reviewed by Staff Committee: January 2010
Approved by Full Governing Body: March 2010