



ST GREGORY'S CATHOLIC COMPREHENSIVE SCHOOL

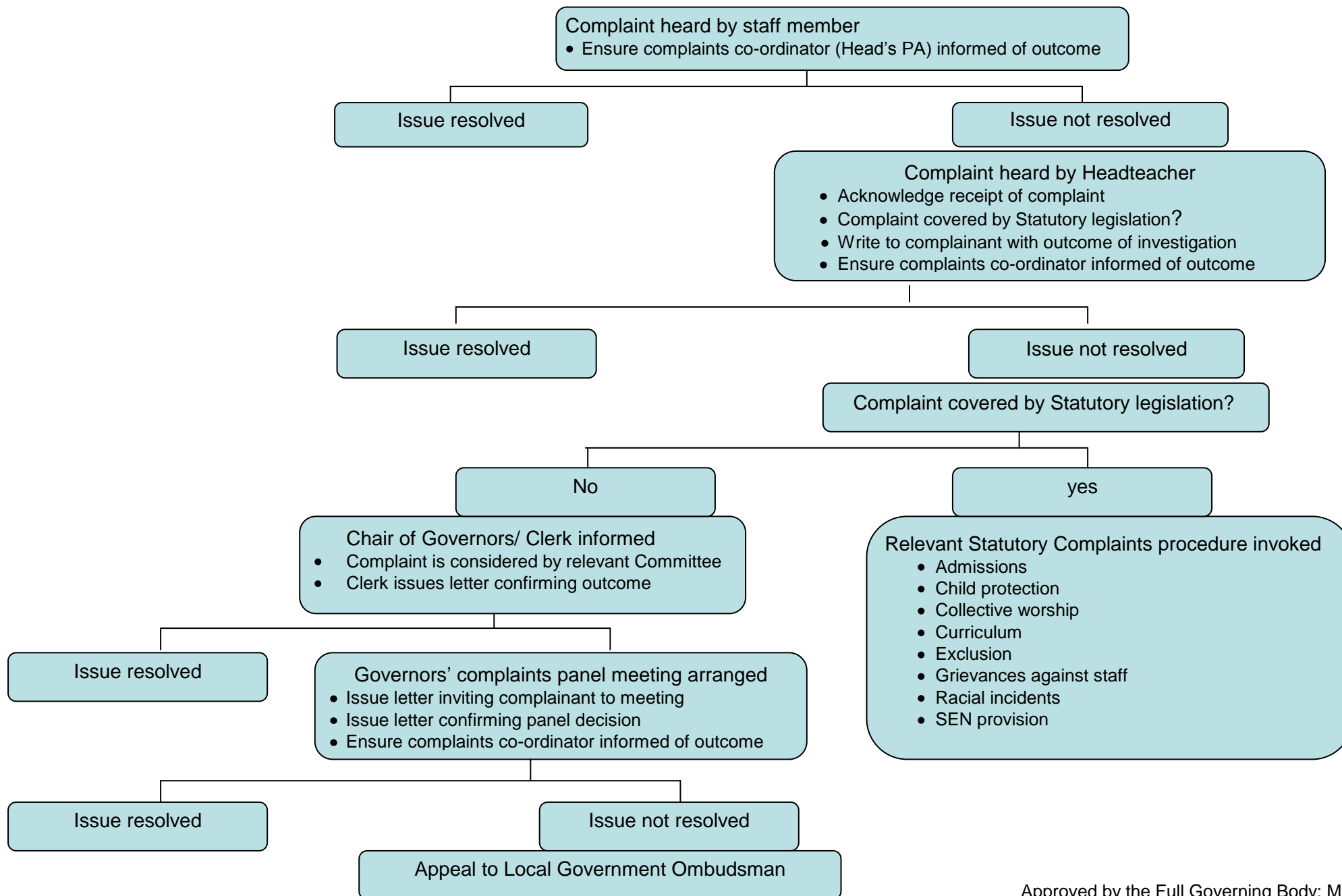
NON-STATUTORY COMPLAINTS PROCEDURE

The school would wish to be assured that parents and students know how to raise any issues of concern or uncertainty. In the first place they are requested to raise them with the Headteacher or another senior member of staff. If they still have concerns or a complaint they should put it 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 inform the Chairman of Governors. The 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. Parents will be kept informed of the response to their complaint and will receive a written reply from the committee in due time and at the latest within one calendar month of their initial complaint being made.

If there is still dissatisfaction, complaints about religious education and worship can be referred to the area bishop. On all other matters parents have a right of appeal to an appropriate tribunal.

Further information on the complaints procedure can be received by writing to the Clerk to the Governors at the school.

St Gregory's Catholic Comprehensive School - Complaints Procedure





St Gregory's Catholic Comprehensive School Complaint Form

Please complete and return to(complaints co-ordinator) who will acknowledge receipt and explain what action will be taken.

Your name:

Student's name:

Your relationship to the student:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint.

**What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?**

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

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Complaint resolved: