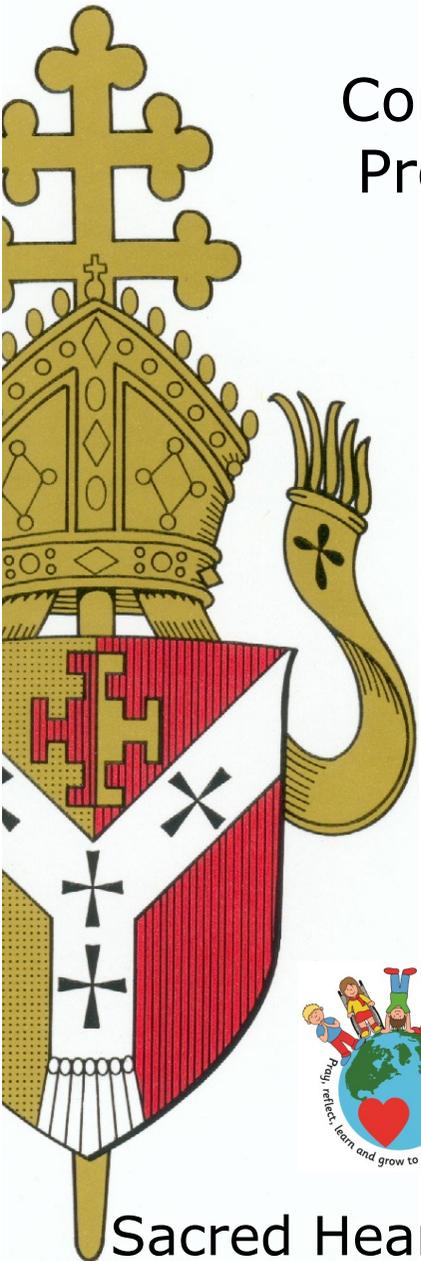


Complaints Procedure



Sacred Heart Catholic
Primary School
Part of
The Romero Catholic Academy

You may complete this form and return it to The Complaints Coordinator Sacred Heart Catholic Primary School, Bray's Lane, Coventry, CV2 4DW

Your Name

Address

Child's name

Child's class

I have read this leaflet. I consider that this complaint should be dealt with:

As an initial concern ; Stage one ; Stage two (please tick the appropriate box)
(If you have already tried to resolve your concern, please say briefly who has dealt with it)

Please briefly explain your concern. (You may continue on a separate sheet if necessary)

Signature

Date

Catholic schools aim to be places where love of one's neighbour is obvious at all times.

Our staff, have committed themselves to care for and help children in a way which is consistent with the Catholic ethos of the school.

Nevertheless, as in any organisation, parents or carers may from time to time raise a concern.

The main purposes of the complaints procedure are:

- **to resolve problems**
- **to give parents or carers a way to raise issues of concern and have them addressed.**

Initial concerns

Concerns will be handled, if at all possible, without the need for formal procedures. In most cases a staff member will receive the first approach as an expression of concern and it will be resolved.

The Formal Complaints Procedure

If your complaint is about:

- Admissions;
- Child Protection;
- School Curriculum;
- Staff Grievance and Discipline;
- Exclusions;
- Special Educational Needs;
- Public Examination Results;

special procedures apply and you should ask the school for the appropriate documentation. For other complaints you may use the procedure below.

Formal procedures only need to be used when initial attempts to resolve the issue are unsuccessful.

The member of staff who manages the school complaints procedure is known as the school's 'complaints co-ordinator'.

Our complaints coordinator is:

**Mrs Quinn Principal or
Mr Madia Head of School
Stage One**

The complaint is heard by the complaints co-ordinator

The complaints co-ordinator will seek to resolve the complaint by meeting with the complainant and investigating the complaint.

Where the complaint concerns the Principal, the complaints coordinator can refer the complaint to the chair of the academy committee. The chair (or nominee) will then conduct Stage One.

Stage Two

The complaint is heard by the Academy complaints appeal panel

If the complaint is not resolved, the complainant needs to write to the chair of Local Academy Committee giving details of the complaint. A complaints form is available on the reverse of this leaflet for this purpose.

The chair will convene a complaints appeal panel.

The panel may consist of three or five academy committee members

It will be independent and impartial.

The Academy appeal hearing is the last school-based stage of the complaints procedure, and is not convened merely to rubber-stamp previous decisions.

The chair of the panel will give the panel's decision, in writing, with reasons clearly explained, within 5 working days of the meeting.

Stage Three

The conduct of the procedures may be investigated by the Diocese

If after Stage Two, the complainant is not satisfied that the complaints procedures were conducted properly and fairly, there is a further right to request an investigation by the Diocesan Schools Commission.

Apply to

The Director of Schools, Diocesan Schools Commission
61 Coventry Road, Coleshill, B46 3EA