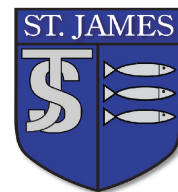


St. James R.C. V.A. Primary School



Summary of Complaints Policy and Procedures

St. James R.C. V.A. Primary School will always try to work informally with parents and in close partnership with the L.E.A. or Diocese to resolve any complaints.

We are a Roman Catholic, Voluntary Aided School which means that any complaints may be dealt with by the Governing Body. A copy of the Complaints Policy and Procedures is available to parents on request from the Head Teacher.

Stage 1

- Most complaints will be dealt with by the Class Teacher
- If the matter is not satisfactorily resolved, the Head Teacher or Deputy Head Teacher may become involved

Stage 2

- A formal meeting would be arranged with the Head Teacher. Where necessary, other parties may be invited to the meeting, i.e. Education Welfare Officer, Special Needs Support Teacher, etc.
- If the complainant feels that the matter has not been satisfactorily investigated or addressed by the Head Teacher, then the matter can be taken further.

Stage 3

- A written, formal complaint must be made to the Chair of Governors at the school, within 10 days, detailing the complaint.
- The Chair of Governors will make a written response.
- Finally, a Sub-Committee of the Governing Body will hear the complaint and make a binding decision.

Parents can make a complaint to Ofsted about certain aspects of the school's provision. Details can be found on the Ofsted website, www.ofsted.gov.uk . Follow the link for Information for [Parents and Carers](#) and then [How to make a complaint](#).