



Complaints Process and Policy

Last Review Date of this Policy:	Date of this Policy:	Reviewed by:	Date to be ratified by FGB	Date for next review:	Date to be next ratified by FGB:	Review Frequency
2018	October 2020	Safeguarding Team FGB	December 2020	October 2021	October 2021	Annually
How will Governors assure the Oratory community that this policy is being implemented:	<ul style="list-style-type: none">• All staff have signed, read and understood this policy• Policy available on staff / safeguarding noticeboards• Discussions with staff					



The Oratory R.C. Primary and Nursery School Complaints Summary of Process and Policy *Guide for anyone with a concern or a complaint.*

*N.B. If you are not a parent or carer of a child attending this school please contact the
Head Teacher.*

Mission Statement

**‘Shine as to be a light to others’
Saint John Henry Newman**

Our School’s Mission

At the Oratory R.C. Primary and Nursery School every aspect of school life is founded on Gospel Values. Our choice of Mission Statement, “Shine as to be a light to others”, is inspired by the writing and teaching of the Saint John Henry Newman, an advocate of personalised learning, and of Saint Philip Neri, who believed that “cheerfulness strengthens the heart and makes us persevere in a good life; therefore the servant of God ought always to be in good spirits.”

We are committed to providing a safe, nurturing and happy immersive learning environment, based upon the living tradition of the Church, drawing continually upon current educational research.

Our School prepares children to meet the opportunities and challenges of life in contemporary Britain and within a fast changing technological and globalised world through an innovative curriculum that is tailored to meet the needs of all.

A community of lifelong learners, our School and Governing Body work in close partnership with: our families, the Fathers and Brothers of the Oratory, our local parish, the local and wider community, and external consultants. We work together to enable all to fulfill their spiritual, academic, emotional and social potential. We are a team, and together we make a difference.

Our School’s Vision

Christ is at the centre of all we do.

Our School is a learning community for all: pupils, staff, governors, parents and carers, outside agencies, and the local and wider community.

Ours is a strong culture of unconditional support for one another’s learning, where all listen respectfully and welcome constructive criticism and challenge.

We offer a vibrant and exciting curriculum and learning experience, ensuring that all pupils, from whatever point they start on entering our School, make at least good progress.

We aim to help our children discover and develop their God-given talents and to encourage them to grow in responsibility for themselves and for others.



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We believe that everyone has a right to equal access and opportunity, and equal freedom to work and learn, and freedom from unjust discrimination and from prejudice.

Our practices promote the right of all to participate in school life by actively promoting equality and social inclusion without distinction of culture, religion, language, ethnic background or race.

Our School's context and culture

Our School mission is based on the belief that every human being is a unique person created in the image and likeness of God, with a God-given potential for growth and an eternal destiny in heaven. Our staff have a special vocation to make sure that all our children receive the very best educational experience in order to grow in the love and knowledge of God, their neighbour, themselves and the created world.¹ We see this as integral to our Catholic ethos.

As a school we work together to embed and sustain this ethos. The word “ethos” can be defined as: “a way of living, behaving and doing things by people who, though diverse, follow common values and are linked by a shared vision of life.”⁵ Our School's Catholic ethos promotes and helps to shape a strong set of values.

We recognise our responsibility to safeguard all who access school and promote the welfare of all our pupils by protecting them from physical, sexual and emotional abuse, neglect and bullying.

We strive to provide a good education for all our children. The Head Teacher, School Safeguarding Team and staff at all levels; work exceptionally hard to build positive and supportive relationships with all parents and carers. However, the school is obliged to have procedures in place in case there are complaints by parents or carers. The following policy sets out the procedures that the school follows in such cases.



The Oratory R.C. Primary and Nursery Complaints Procedure Process and Policy

Approved by the Governing Board (GB)

If you require a copy of this procedure in a particular format, for example large print, please contact the School.

1. Introduction

All Schools are legally required to have a procedure in place to deal with complaints relating to the school. The Governing Board of The Oratory R.C. Primary and Nursery School has approved the following procedure which explains what you should do if you have concerns or wish to make a complaint and how your complaint will be dealt with. The School intends for all concerns or complaints to be dealt with:

- fairly;
- openly; and
- promptly;

This procedure applies to all concerns or complaints, except for those which relate to:

- School Admissions;
- Statutory Assessments of Special Educational Needs (SEN);
- Child Protection and Safeguarding procedures;
- Pupil exclusions;
- Staff grievances, capability or disciplinary procedures;
- Complaints about services provided from the School's premises by other organisations;
- Whistleblowing; or
- Subject Access Requests and Freedom of Information Requests.

You can access policies relating to the above matters on the School's website or ask for a copy from the School, or by contacting the other organisation which operates a service on the School premises.

2. Resolving Concerns Informally

It is in everyone's interest that concerns are resolved at the earliest possible stage, before they become formal complaints. Many issues can be resolved informally, without the need to invoke formal procedures.

The School encourages anyone with a concern to address it informally by contacting the School office or by raising it with their child's class teacher, or phase leader, in the first instance. We hope that they will either be able to address the concern on the spot, or they will be able to arrange to discuss it further at a mutually convenient time. The Head Teacher and Chair of the Governing Board will not routinely be involved in resolving informal concerns but, in exceptional circumstances, appointments can be made with them by contacting the School. It will be for the Head Teacher and/or Chair of the Governing Board, to determine if the circumstances are exceptional and if it is therefore appropriate for them to become involved at the informal stage.



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3. Observing Confidentiality

Where possible complaints will be dealt with confidentially and, where the Governing Board is involved, we will avoid sharing details of the complaint with the whole Governing Board except in very general terms. We would also ask you to observe confidentiality and not discuss complaints publically, or via social media.

The School maintains a centrally held record of formal complaint forms (see 6A) and documentation referred to as part of the complaints process. You have a right to request copies in accordance with the School's policy on dealing with Freedom of Information Act requests.

4. Safeguarding

Wherever a complaint indicates that a child's wellbeing or safety is at risk, the School is under a duty to report this immediately in accordance with the School's Safeguarding Policy which is available on the School's website.

5. Timescales

The School will endeavour to abide by timescales stated under each stage of the process below. Sometimes, due to the nature or complexity of the complaint, the School may need to set different timescales in which case you will be notified of the date that the School will respond and you will be kept informed of progress throughout.

The School will not investigate complaints that have been made more than three months after the event that led to the complaint, except in exceptional circumstances. If a complaint is received outside that time frame the Head Teacher or the Chair of the Governing Board will decide whether the circumstances warrant the complaint being investigated.

6. The Complaints Process

6 A. Submitting the Complaint

If you want to make a **formal complaint** you should complete and submit a formal complaints form (**Appendix A**). If you would like to raise your complaint via another method, i.e. verbally or in person, please contact the School office.

All sections of the complaint form should be completed before it is returned to the School office. Receipt of the submitted complaint form will be acknowledged in writing within 10 School days (i.e. days which are not weekends, bank holidays or do not fall in the school holidays), and, will confirm the name of the person who will investigate your complaint.

If the complaint is about the Head Teacher it will be referred to the Chair of the Governing Board. If your complaint is regarding a member of the Governing Board then it will be referred to the Clerk to the Governing Board. In such cases the Clerk will seek advice before referring the complaint to an appropriate member of the Governing Board.



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6 B. Investigating the complaint

As part of their investigation, the person investigating your complaint may contact you, and any other person that they consider necessary, in order to consider the issues raised in the complaint.

The person investigating your complaint will also review any documentation provided in support of your complaint, and will review any other documentation that they consider relevant. It may be necessary for the person investigating to request further information or documents from you, or from others, before the investigation can continue.

After considering the available evidence, the person who investigated your complaint will decide that either:

- 1) The complaint is upheld, in which case they will decide upon the action that the School is willing to take to resolve the matter;
- 2) That the complaint is not upheld; or
- 3) That the complaint is partially upheld in which case they will decide upon the action that the School is willing to take resolve the upheld part of the complaint.

You will receive either an update or notification of the decision and an explanation of the reasons for it in writing within 20 School days of the date of the letter which acknowledged receipt of your complaint form. Updates will explain why the investigation is still on-going (e.g. because further documents have been requested) and estimate when the investigation is expected to conclude. The written notification will also explain how you can request a review of the decision if you are dissatisfied with the response.

6 C. Reviewing the Decision

If you are dissatisfied with the decision made at stage 6B then you can ask for a Governing Board panel (the Panel) to review it by completing the review form at **Appendix B** and submitting it to *Mrs Wendy Pickford, c/o the School address* within 20 school days of the date of the decision letter. If you would like to ask for a review via another method, i.e. verbally or in person please contact the school office.

An acknowledgment of your review request will be sent within 5 School days informing you of the date and time that the Panel intends to review the complaint. The meeting will be held within 20 school days from the date of the acknowledgment letter.

The following parties will be invited to attend the review meeting:

- You, i.e. the complainant;
- the person/people who made the decision at stage 6B; and
- any other relevant parties identified by the Panel e.g. witnesses.



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You are entitled to bring a friend or colleague to the review meeting. If the subject of the complaint is a member of staff then they will be invited to attend and can bring a friend or colleague. You should notify the Panel if you intend to bring someone to speak on your behalf.

The Panel does not usually consider it necessary for legal representatives to be present at the meeting. If you intend to bring a legal representative to any review meeting, you should notify the Panel at least 5 school days in advance of the meeting date, as well as provide a clear explanation for why you believe a legal representative should attend. The Panel will consider and respond to your request, but has absolute discretion to refuse attendance by legal representatives if it considers this appropriate.

The Panel determines the procedure followed at the review meeting. In doing so it shall refer to the description of role and responsibilities of the Complainant, Clerk to the Panel, Chair of the Panel and Panel members as it is set out in the Department for Education (DfE) best practice advice for School Complaints Procedures.

The Panel will consider the relevant information and representations made before deciding whether the decision made at stage B:

- 1) Is upheld, in which case they will decide upon the action that the School should take to resolve the matter;
- 2) Is not upheld; or
- 3) Is partially upheld in which case they will decide upon the action that the School should take to resolve the upheld part of the complaint.

The Clerk to the Panel will write to you and the School's Senior Management Team explaining the Panel's decision within 10 School days of the meeting.

This is the final stage in the School's internal complaints procedure. If the same issues are raised with the School following the Panel review, the School will only re-consider these points in exceptional circumstances, for example where new evidence has come to light.

The School follows the advice published by the DfE on dealing with serial and persistent complainants.

7. Escalating the complaint beyond the School

If, having completed the complaints process, you remain dissatisfied with the School's response you may wish to refer your complaint to:

- *The Local Authority.* Note that the Local Authority will only consider the process followed by the School in line with this published complaints procedure, and not the substance of the complaint or the reasonableness of the decision made by the School, unless it finds compelling reason to do so.



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- The Secretary of State via the School Complaints Unit (SCU) of the DfE. The Secretary of State has a duty to consider all complaints raised but will only intervene where the Governing Board has acted unlawfully or unreasonably and where it is expedient or practical to do so.
- The Archdiocese of Birmingham;
- Ofsted, who can consider complaints about the School as a whole, but not complaints about individual pupils.

8. Queries that relate to this Complaints Procedure

If you have any questions about this complaints procedure, please contact the School.

9. Relevant legislation and guidance

- The Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/contents>
- *Best Practice advice for school complaints procedures*
<https://www.gov.uk/government/publications/school-complaints-procedures>
- *Section 29 of the Education Act 2002*
[http://www.legislation.gov.uk/ukpga/2002/32/contents >](http://www.legislation.gov.uk/ukpga/2002/32/contents)



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Formal Complaint Form

Appendix A

If you wish to make a formal complaint please complete this form and return it to the school.

Your Name	
Your address	
Contact telephone day/mobile number	
Contact email address	
Name of pupil, year group and your relationship to them (where applicable)	
Details of the complaint (You need to provide an overview of the complaint so far, who has been involved, why the complaint remains unresolved).	
Action taken so far (including staff member who has dealt with it.) or solutions offered	



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The reason that this was not a satisfactory resolution for you

What action would you like to be taken to resolve the problem?

Signed:

Date:

Please return this form to: **The Oratory R.C. Primary and Nursery School,**



The Oratory R.C. Primary and Nursery

Oliver Road, Ladywood, B16 9ER



Official use

Date received:

Signed:

Date acknowledgement sent:

Complaint Referred to:

Date:



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Complaint Review Request Form

Appendix B

If you wish to request a review of the decision made in respect of your complaint please complete this form and return it to the school

Your Name	
Your address	
Contact telephone number/mobile number	
Contact email address	
When did you submit your formal complaint?	
Why are you dissatisfied by the decision made in respect of your complaint? <i>You may continue on a separate piece of paper or attach additional documents.</i>	



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Continued overleaf)

What actions would you like to be taken to resolve your complaint at this stage?

Signed:

Date:

Please return this form to: **The Oratory R.C. Primary and Nursery School,**
Oliver Road, Ladywood, B16 9ER



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Official use

Date received:

Signed:

Date acknowledgement sent:

Complaint Referred to:

Date: