



Complaints Policy

Effective Date:

Approved by the Governing Body 18.11.17

Next Review Due:

November 2020

Description of the School and Mission:

St Joseph's is a voluntary aided Catholic primary school which, as part of the Catholic community, aims to provide an excellent primary education where children are prepared for a life animated by Christian values. St. Joseph's is a one form entry, co-educational primary school catering for children of mixed ability aged from four to eleven.

School Mission Statement:

"Learning and Growing Together in the Light of God's Love"

At St Joseph's Catholic Primary School...

We cherish the uniqueness of all individuals.

We aim to create a learning climate which promotes the development of the whole child and engenders a love for learning and excellence, so that within the framework of a broad and balanced curriculum, all may realize their potential.

We proclaim the Gospel values in the ways in which we love ourselves and others.

Worship, prayer and our relationship with God are at the heart of school life.

We embrace our role in the wider community and seek to bear witness to our Catholic Faith in all that we do.

Policy Formation:

Following the publication of guidance from the Department for Education in January 2016 on school complaints procedures, the Area Schools Support Teams consulted with stakeholders and updated the Surrey County Council guidance for schools and academies on responding to complaints in October 2016. This school policy is based on the Surrey Model Complaints Policy Autumn 2017. It should be read in conjunction with the School Complaints Procedure.

Dissemination of the policy:

An electronic copy is available on the school system and a hard copy is housed in the policy file in the staffroom. The policy is available on the school website and paper copies are available to parents on request. The information in the policy is also summarised in a leaflet entitled "A brief guide to St. Joseph's Catholic Primary School Complaints Policy" which is available in the school entrance foyer and will be given out in pupil induction packs.

Procedure for Monitoring and Evaluation:

The policy is reviewed and evaluated annually. The headteacher is responsible for ensuring the implementation of the policy.

Chair of Governor's

Signature:

Date:

Introduction

St. Joseph's Catholic Primary School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

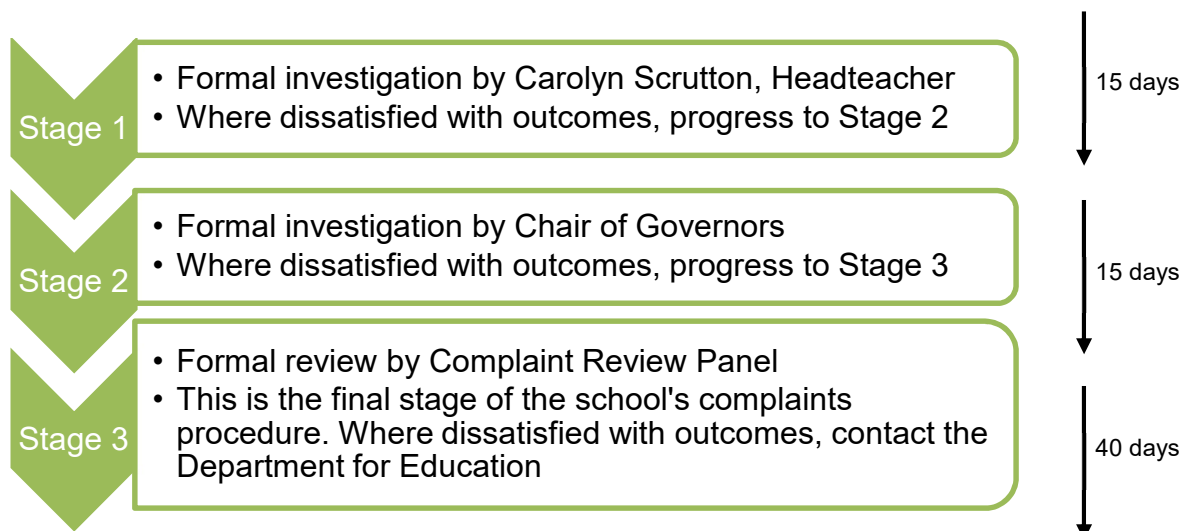
- Fairly
- Openly
- Promptly
- Without Prejudice

Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure summarised below.

St. Joseph's Catholic Primary School operates a three stage formal complaints procedure. For more details about the formal complaints procedure, please refer to the St. Joseph's Catholic Primary School Complaints Procedure document available on the school website and from the school office.

Timeline for formal complaints



All timescales refer to school working days ie excluding weekends, school holidays etc.