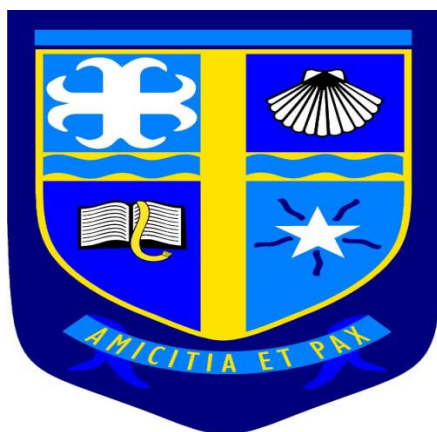


# **SAVIO SALESIAN COLLEGE**



*“Educating in Friendship and Peace”*

## **COMPLAINTS POLICY**

**JANUARY 2019**

**Reviewed by the Governing Body**

# COMPLAINTS

## WHY DO WE HAVE THIS POLICY?

Savio Salesian College prides itself on maintaining high standards in all areas. Notwithstanding this, there are occasions on which parents, staff or pupils have felt it appropriate to make a formal complaint relating to the school or to the services that the school provides.

## PURPOSES

- To ensure that all personnel in the school are aware of the procedure to be followed in the event of a complaint being deemed necessary.
- To ensure that all parents, carers and pupils are aware of the procedures to be followed in the event of a complaint being deemed necessary.
- To ensure that if a complaint is not resolved at a very early stage the appropriate channels of communication are clear for all concerned.

## HOW DOES THE SCHOOL RESPOND?

### Staff concerns

- If a member of staff is concerned about a particular issue in the school the matter should be raised with his or her line manager and if necessary the Headteacher.
- Should the member of staff still be dissatisfied with the outcome it is possible to meet with the Chair of the Governing Body or governor nominated by the clerk.
- Thereafter a grievance procedure would be initiated. (Please refer to the School's Grievance procedure available from the clerk to the governing body).

### Parents' concerns

- In the event of parents or carers being concerned about any aspect of their child's education, they should in the first instance ring the school to make an appointment with the most appropriate member of staff.
- Parents and carers should be prepared to give information to the administrative staff. The purpose of this is simply to ensure that the person with whom the appointment is made is able to prepare for the interview.
- In the event of the issue not being resolved at this stage, an appointment should be made with a member of the leadership team or the Headteacher.
- Should a parent still be dissatisfied with the outcome, it is possible to meet with the Chair of the Governing Body or governor nominated by the clerk.

- In the event that this does not resolve the problem a committee of impartial Governors will sit to hear the complaint with parents being informed of the outcome of the meeting in writing.

## **MONITORING AND EVALUATION**

If there is dissatisfaction on any level with any aspect of the school it is the desire of the Headteacher and governors that a complaint be dealt with informally if at all possible, impartially and in a non-adversarial way. Handling of all complaints will be conducted as a matter of urgency with the assurance that parents and staff will be given a full and fair investigation with confidentiality maintained at all times.

The school follows the Local Authority procedure for complaints.

### **Where can I find the procedure?**

The school office has copies of all workplace procedures. These are available to all staff, on request.

This policy was reviewed and approved by the  
Governing Body of Savio Salesian College

January 2019



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This policy is due for renewal in three years