



**ALL SAINTS RC SCHOOL, YORK**  
Diocese of Middlesbrough



**COMPLAINTS POLICY**

*Blessed are the peacemakers, for they shall be called sons of God. (Matthew, 5:9)*

**1. Principles of the Policy**

Concerns should be resolved promptly and effectively. However, if resolution of the initial concern is unsuccessful and it escalates to a complaint, the complaint should be resolved efficiently and impartially.

**2. Definitions**

A complaint or concern is any matter for which the issue is not covered by another school policy. Among other things, complaints relating to admissions or exclusions are not covered by this policy.

Unless otherwise agreed by the Chair of Governors, complainants must be either pupils or parents of people who are pupils of the school, or have been pupils of the school within 12 months of the date of the initial complaint.

**3. Aims**

To allow resolution of concerns promptly before they escalate to complaints and to provide a framework through which complaints can be efficiently and amicably resolved in a confidential, impartial and non-adversarial manner.

**4. Implementation**

This policy is supported by notes for guidance and these should be read in conjunction with the policy as they give detail of the procedure. The policy covers the procedure for resolving complaints within the school. Recourse beyond the school is outlined as Stage four but this policy does not cover the Stage four procedures which will belong to the relevant body.

At all times, all parties should act in an impartial, non-adversarial, swift, confidential manner.

- Stage one: complaint heard by a staff member appointed by the head teacher;
- Stage two: complaint heard by the head teacher;
- Stage three: complaint heard by Governors' complaints panel;
- Stage four: Complaint to the Bishop of Middlesbrough or to the All Saints Catholic Cluster Complaints / Appeal Committee (comprised of Governors from the cluster advised as necessary by the Diocesan School Commissioners)
- Stage five: Beyond local resolution – complaint taken to the Secretary

After resolution, the Coordinator will make a written report to the Headteacher describing any lessons that could be learned from the circumstances.

**5. Roles And Responsibilities Of Staff**

- The Headteacher shall appoint a member of staff to be the Complaints Coordinator so oversee complaint resolution and maintain records.
- The Coordinator will seek to resolve a concern or complaint at the lowest appropriate level, involving the appropriate staff to facilitate this.
- They will ensure that the complainant has appropriate advice about the implementation of the procedure.
- In the event the complaint relates to the Coordinator, the Headteacher or Chair of Governors will nominate somebody else to fulfill the role temporarily.

**6. Monitoring, Evaluation And Review**

The Governing Body will review this policy every three years and assess its effectiveness and implementation.

**7. Availability**

This policy will be included in the Staff handbook. Copies will also be available, if required, from the Head Teacher's secretary and the school website.

<b>Person Responsible:</b>	<i>Headteacher</i>
<b>Reviewed by:</b>	Governors' Curriculum Committee
<b>Last Reviewed:</b>	2017 - 2018
<b>Next Review:</b>	2020-2021