



## Complaints Policy

For the following academies:

St Philip Howard Catholic School

St Mary's Catholic Primary School

Annecy Catholic Primary School

St Joseph's Catholic Primary School

This Complaints Policy has been approved and adopted by the Bosco Catholic Education Trust.

**Approved:**

November 2019

**For review:**

November 2020



## **Bosco Catholic Education Trust Mission Statement**

The Bosco Catholic Education Trust is a Christ-centred family of Catholic academies, within the Diocese of Arundel and Brighton, working together as one body to provide an outstanding education for all. As Catholic schools, we endeavour to develop confident, compassionate and faithful young people. Through partnership, collaboration and mutual support, we seek to enable all those entrusted to our care to become the person God called them to be.

“Serve the Lord joyfully”

## **Complaints Policy**

If you have a comment, concern or complaint we would like to know as soon as possible. We always welcome suggestions for improving our work and maintaining our standards. Staff at our schools will acknowledge your complaint within 24 hours and resolve the issue within 5 working days if at all possible.

### **What to do first?**

#### **Parent’s concerns**

Most concerns and complaints can be sorted out quickly by contacting your child's tutor/subject teacher in a secondary school or the class teacher in a primary school. All staff will make every effort to resolve your concern informally.

Concerns raised by suppliers of goods and services can be directed to the school’s business managers.

#### **Pupil’s concerns**

Concerns raised by pupils can be directed to their tutor/classroom teacher.

### **What to do next?**

If you are dissatisfied with the response or you have a serious concern you can make a formal complaint to the Headteacher either in writing or by telephone, by email or in person by appointment. The Headteacher will then carry out an investigation and provide a written response within five working days.

#### **If you are still unhappy**

We will do all that we can to resolve the matter straight away but if you are still not entirely satisfied you may make a formal complaint in writing to the Clerk to the Governors at the school, who will refer it to the Chair of the Local Governing Committee. They will convene a meeting to discuss the matter within 10 working days and provide you with a written response within 5 working days of the meeting.



If after this further action, you are still unhappy then your complaint will be reviewed by a panel consisting of at least three governors not directly involved with the matters which are the subject of the complaint, one of whom will be independent of the school and the parents can be accompanied if they wish. They will carry out their independent investigation and will ensure that a written reply is sent to you within 10 days.

#### **Further Action**

Parents who are still not satisfied to the way a complaint has been managed should be referred to:

***CEO, Bosco Catholic Education Trust  
c/o St Philip Howard Catholic School, Elm Grove South, Barnham, West Sussex, PO22 0EN***

If the complaint is still not adequately resolved parents can contact the Education Funding Agency via the Department for Education's school complaints form at:

<https://www.gov.uk/complain-about-school>

or by post to the Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD