St Peter's R.C. Primary School

Complaints Procedure

Policy	Complaints Procedure
Date	July 2026
Date of review	July 2027
Signed Chair of Governors	Rachel Mahon
Signed Headteacher	Clare Scott

We, the family of St Peter's, united in faith by God, love, learn and grow together.

School Complaints Procedure

At St Peter's School, we value the good relationships which have built up over the years between parents and the school. We recognise the important contributions made by parents in many areas of school life.

We are committed to achieving a positive and caring atmosphere in school where understanding and mutual respect are fostered. We therefore rely on parents to work in partnership with us and to support us in achieving the highest standards.

Parents are encouraged to keep regular contact with the school to discuss their child's progress and to participate actively in our school community. Talking to the school about any concerns at an early stage will often allow a problem to be solved quickly. It may take longer and create further problems if proper contact is not made as soon as possible.

The majority of issues raised by parents, the community or pupils are concerns rather than complaints. St Peter's school is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure.

The prime aim of St Peter's school's policy is to resolve the concern or complaint fairly and openly through open dialogue and mutual understanding. Complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

To ensure the objectives of the complaints policy are met, the procedure laid out below should be followed:

The complaints procedure has four stages as follows:

- Stage 1 – Preliminary Stage: Talk to Teacher
- Stage 2 – Informal Stage: Meet the Headteacher/ Deputy Headteacher
- Stage 3 – Formal Stage
- Stage 4 – Review Process

Stage 1 – Preliminary Stage – Talk to the teacher
Most potential complaints can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. Often this concern will be raised with the class teacher. On some occasions, the concern raised will require investigation or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be dealt with in this way. However, if you are not satisfied with the result at stage 1, please contact the school within 10 working days to make an appointment with the

Headteacher or Deputy Headteacher so that sufficient time can be given to the discussion.

Stage 2 – Informal Stage – Meet the Headteacher or Deputy Headteacher
If you feel that the concern has not been addressed or the matter resolved, you should arrange to meet with the Deputy Headteacher or Headteacher. This should only happen if stage 1 has been completed or if the issue is particularly serious or urgent. Further investigation will take place where necessary and we will endeavour to resolve the matter through discussion in school and to inform you of the resolution. Most complaints can be resolved at this stage through discussion and action determined mutually between the Headteacher, parents and carers, pupils and staff.

Stage 3 – Formal Stage
Any unresolved concern from the informal stages, or a complaint which needs investigation, or a more serious dissatisfaction with some aspect of the school's policies, procedures, management or administration should be set out in writing with full details for the attention of the Headteacher. Should a formal complaint be received by another member of staff, it will be passed immediately to the Headteacher.

If the complaint is not resolved at the informal stage the complainant must put the complaint in writing and pass it to the Head Teacher, who will be responsible for its investigation. The complainant should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. In addition the Head Teacher may meet with the complainant to clarify the complaint. The Head Teacher will collect such other evidence as he/she deems necessary. Where this involves an interview with a member of staff, who is the subject of the complaint, that member of staff may be accompanied by a friend or representative if they wish. The investigation will begin as soon as possible and when it has been concluded, the complainant, and the member of staff concerned, will be informed in writing of the outcome. This may be to the effect that:

- There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld
- The concern is not substantiated by the evidence
- The concern was substantiated in part or in full. Some details may then be given of action the school may be taking to review procedures etc…but details of the investigation or of any disciplinary procedures will not be released
- The matter has been fully investigated and that appropriate procedures are being followed, which are strictly confidential. (e.g. where staff disciplinary procedures are being followed) The complainant will be told that consideration of their complaint by the head teacher is now concluded.

If the complainant is not satisfied with the manner in which the process has been followed, the complainant may request that the Governing Body review the process followed by the Head Teacher in handling the complaint. Any such request must be

made in writing within 2 weeks of receiving notice of the outcome from the Head Teacher, and include a statement specifying any perceived failures to follow the procedure. The procedure described at Stage 4 will then be followed. If the complainant considers that the decision of the Head Teacher is perverse, or that the Head Teacher has acted unreasonably in considering the complaint, then the complainant may bring a complaint against the Head Teacher under part B of this procedure. This will provide an opportunity for the evidence to support such a complaint to be investigated.

Stage 4 Review Process
Any review of the process followed by the Head Teacher or the Chair shall be conducted by a panel of 3 members of the Governing Body.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

The panel will first receive written evidence from the complainant.

The panel will then invite the Head Teacher or the Chair, as appropriate, to make a response to the complaint.

The panel may also have access to the records kept of the process followed.

The complainant, and the Head Teacher or the Chair, as appropriate, will be informed in writing of the outcome. This may be to the effect that:

- There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld
- The concern is not substantiated by the evidence
- The concern was substantiated in part or in full but that the procedural failure did not affect the outcome significantly so the matter is now closed.
- The concern was substantiated in part or in full and the Governing Body will take steps to prevent a recurrence or to rectify the situation (where this is practicable)

Notes

The complainant is not entitled to access to any details of the investigation except for any statements that may have been provided by their child. Any information relating to the application of disciplinary procedures is strictly confidential.

If a complainant believes that the Governing Body has acted illegally or arbitrarily in handling the complaint, then the complainant may make representations to the Secretary of State for Education.

St Peter's Catholic Primary School

Stage 4 Formal Complaint Form

We are sorry that you feel that you have a complaint that has not been able to be resolved.
Please complete this form and return it to the school who will forward to the Chair of Governors. The Chair will acknowledge receipt and inform you of the next stage in the procedure.

Your name: **Pupil's name:** **Your relationship to the pupil:** **Address:** **Postcode:** **Telephone number:**		
What concern do you wish to raise? Please give concise details of your complaint: (including dates, names, witnesses etc, to allow the matter to be fully investigated). You may continue on a separate paper, or attach additional paperwork, if you wish.		
Have you spoken to the class teacher?	**YES**	**NO**
When did you do this?	**Date:**	
What happened when you spoke to the class teacher?		
Have you spoken to the Headteacher/Deputy	**YES**	**NO**

When did you do this?	**Date:**	
What happened when you spoke to the Headteacher/Deputy Headteacher?		
What would you like us to do to put things right? What actions do you feel might resolve the problem at this stage?		
Signed:	**Date:**	