



Mission Statement:

The Sacred Heart is a Community committed to the education of its pupils in a Catholic Christian ethos, where each person is invited to serve God and others in faith, hope and love.

Aims:

To foster spiritual growth in Christian faith and values
To value, appreciate and enjoy learning
To work for excellence
To further curiosity and creativity
To aspire to high ideals
To stimulate generous service of others

Complaints Policy

The School values a good relationship with parents and we wish to know if parents have a concern about any part of their child's school life

We would prefer parents to contact us quickly rather than brood upon a matter which could perhaps be easily resolved

Parents sometimes wonder whether a complaint will rebound upon their child but the school will make every effort to prevent this

We will try to resolve any complaint quickly and informally.

The following procedure will be followed if a parent has a complaint:

- Expression of a concern by parents
- Stage 1 – Informal resolution
- Stage 2 – Formal resolution
- Stage 3 – Panel meeting

Concerns may include queries about homework, friendships and so on

Complaints covered by this procedure may include accusations about the work or conduct of the school

Stage 1: Referral to Form / Class Teacher or Subject teacher / Boarding House Mistress

Pastoral: If the problem is fairly minor then the best person to contact is the Form tutor / Class Teacher / Boarding House Mistress by making an appointment

Curriculum / subject complaint: For a problem over a subject area then contacting the Senior Subject teacher / Lower School Class teacher is the best route

Teachers will make a written record of all concerns and complaints and the date on which they were received.

We hope to respond to complaints within 7 days but definitely within 28 days.

If the matter is unresolved then it should be referred to the Headteacher

Stage 2: Referral to the Headteacher

If parents remain unhappy then please contact the Headteacher in writing

If possible the problem will be resolved informally at this point.

Written records will be kept of all meetings and interviews relating to the complaint

The Headteacher will try to establish all the facts relating to the matter

The Headteacher will decide on the next course of action and will normally contact the parents within 3 days but definitely within 28 days.

Once the Head has done this, the decision will be made and communicated (often in writing)

The Headteacher will acknowledge but not respond to a complaint if the full amount of fees owing the school has not been paid. All fees must be paid in order for the school to consider a formal complaint.

Stage 3: Referral to the Chairman of Governors

If parents wish to invoke Stage 3 then they may within a reasonable time span, write to the Chairman of Governors (c/o the school) to request a review of the Headteacher's decision. Parents / guardians should include all relevant documents with their written complaint.

As soon as practicable (and within 5 working days, allowing for postage) the Chairman of the Governors shall respond to the party making the complaint.

If the party making the complaint is dissatisfied with the response of the Chairman of Governors, they may within 5 working days of the receipt of the Chairman of Governor's response request the Chairman in writing to convene a Complaints Panel to reconsider.

Stage 4: Referral to the Governing Body

If parents are still dissatisfied then contact the Chairman of the Governing Body, who will arrange a Complaints Panel of 3 people who are not involved in the complaint, normally within 14 days of the Chairman being notified. One of the three will be independent of the school.

The Panel may feel that further details of the complaint need to be found

Parents may be accompanied by one other person not usually a legal representative

If possible the Panel will resolve the complaint immediately

The Panel may require further investigation. Records of meetings will be kept and state whether the matter was resolved at the preliminary stage or proceeded to a panel hearing.

The Panel will reach a decision within a week. They will write to the parents and the Headteacher with their findings and recommendations and, where relevant, to the person complained about. Their decision will be final. Complaints received during the holidays will be dealt with as soon as it is possible to do so but within a month of the initial response.

Complaints regarding the Headteacher

Parents / guardians should write, meet with or speak directly to the Headteacher directly. Should there be dissatisfaction with the Headteacher's decision then they should proceed to Stage 3 of the complaints procedure, the referral to the Chair of Governors.

Financial Matters

Should parents / guardians have any concern regarding payment of fees then the Bursar should be contacted in the first instance. Should the matter not be resolved then it will be passed to the Headteacher. In the event that it is still unresolved then concerns should be expressed in writing to the Board of Governors. Complaints will be dealt with at the next scheduled Finance Committee Meeting following the receipt of the written complaint. The committee will respond within 5 working days of their decision.

Complaints made during a school holiday will be dealt with as soon as possible and will not follow the normal timescale.

Parents can be assured that concerns and complaints will be treated seriously. Correspondence will be kept confidential except those required by the school by the Education Regulations 2003 par6(2)(j) where disclosure is required for the school's inspection, or where any other legal obligation prevails.

Early Years parents may make complaints directly to OFSTED 0300 123466

Correspondence and records regarding the complaint will be confidential except if the Secretary of State for Education (or another investigatory body) requests them under the Education Act 1996 on the grounds that the Governing Body has proposing to act unreasonably

(Prepared August 2008 DPW; Oct 2010, Sr F; Dec 2011, Sr F Next Review due:- Oct 2013