



St. Mary's Catholic Primary School Aston le Walls

"a place of educational excellence with Christ at its centre"

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Complaints Procedure

Key principles

At Mary's we aim to

- resolve complaints at the earliest possible stage.
- make all reasonable adjustments to ensure that parental concerns and complaints are addressed.
- build parents' confidence and trust in the quality of provision that the school makes for children.

A Three Stage procedure

The school has an open door policy and the majority of minor worries and concerns are dealt with very promptly after an informal chat after or before school with the class teacher

However, if you, as a parent/carer, are unhappy about something that is happening at school – for example, your child is making slow progress in learning or appears to be very unhappy in school - you have the **right** to discuss your concerns with the school. St Mary's has a staged approach to resolving complaints and is committed where possible to resolve complaints at the earliest possible stage.

Stage 1. First of all talk to your child's class teacher – you may need to make an appointment to make sure you have enough time. The school believes that a face-to-face discussion with the class teacher will address most worries and concerns.

The class teacher will listen carefully and take time to understand what you feel was the cause of the concern. They will ask you what you would like the school to do to give you confidence about the future and they will make every effort to address the concern informally by making any reasonable change in practice.

Of course this does not mean that in every case they will come round to your point of view. It will help everyone to understand both sides of the matter in question and will prevent a similar problem happening again in the future.

Stage 2. If you are not satisfied with the teacher's response the next step is to discuss the concern with the Headteacher who will listen carefully to your concerns. They will also take account of your discussion with the class teacher and then try to get agreement on the best way forward.

The Headteacher will conduct a full investigation any complaint and will talk to staff and/or children who are involved. You will receive a written response to your complaint.

Stage 3. If you are still unhappy, you may address your complaint to the Chair of Governors. In the large majority of cases the problem will have been solved before this stage. However, if you are not satisfied, you may wish to contact the Chair of the Governing Body for a referral of your complaint to a Governor's Complaints Panel. A group of three governors who have no previous knowledge of the problem will hear your complaint. They will therefore be able to give it a fresh assessment. The panel will invite you to speak at a meeting that the Headteacher will also attend. You will receive a written response to your complaint.

This policy is in conjunction with 'Managing Allegations and Whistle blowing Policies)

Agreed by the Governing Body April 2013



Head Teacher: Mrs Janice Hamilton

Chair of Governors: Mr Stuart Alford



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