



Christ the King Catholic Primary School

COMPLAINTS PROCEDURE

SPRING 2024

Certain types of complaint are subject to statutory procedures that are separate from this general complaints procedure. These include: Admissions; Exclusions; Freedom of Information & Data Protection; Child Protection/Safeguarding; Statements of Special Educational Needs (SEN); Complaint by a member of school staff.

This procedure should be read in conjunction with the DFE Guidance: Complaint Procedure.

INTRODUCTION	<p>The majority of issues raised by parents, pupils or members of the community are concerns rather than complaints. At CtK we are 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 formal Complaints Procedure as outlined below.</p> <p>We try to make it as easy as possible for parents or members of the community to contact us to raise a concern via the schooloffice@christtheking.wirral.sch.uk email address, by telephone, or letter. Further information concerning contact details can also be found on the website.</p> <p>The prime aim of our policy is to resolve the complaint as fairly and speedily as possible. If a formal complaint is made, it will be dealt with in a sensitive, impartial and confidential manner.</p> <p>The following details outline the stages that can be used to resolve complaints:</p>
CTK POLICY HAS FOUR MAIN STAGES	<ul style="list-style-type: none"> • Stage 1 – A concern is raised with a staff member; • Stage 2 – Complainant contacts the Headteacher using the Complaints Form in Appendix A; • Stage 3 – Complainant contacts the Chair of Governors; • Stage 4 – Complainant refers matter to Governors Complaints Review Panel via the Clerk to the Governing Body.
STAGE 1 – RAISING A CONCERN	<p>Concerns can be raised with a member of staff at any time and will often generate an immediate response, which resolves the concern. The school requests that parents make their first contact with the pupil's teacher (depending upon the concern). Concerns from members of the community should be referred to the Headteacher in the first instance.</p> <p>On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within five working days. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at Stage 1, you may wish to take it to Stage 2.</p>
STAGE 2 – COMPLAINANT CONTACTS THE HEADTEACHER	<p>A complaint at Stage 2 should be put in writing to the Headteacher using the Complaints form in Appendix A. The Headteacher will normally acknowledge receipt of the complaint within three school working days of receiving it. The Headteacher, or a designated senior member of staff, will investigate and arrange to discuss the complaint. This meeting will normally take place within 10 school working days. The aim will be to resolve the matter as speedily as possible.</p>

	Should your complaint not be resolved, you should inform the Headteacher that you wish to proceed to Stage 3 and you should then write a letter/email addressed to the Chair of Governors.
--	--

STAGE 3 – COMPLAINANT CONTACTS THE CHAIR OF GOVERNORS VIA THE SCHOOL AND COMPLETES A STAGE 3 COMPLAINTS FORM	<p>The Chair of Governors, or nominated representative, will acknowledge receipt of the complaint within five school working days. The Chair, or nominated representative, will then meet with the complainant to discuss the complaint. He/She will investigate and then respond within 10 school working days.</p> <p>Should your complaint still not be resolved, you should inform the Chair of Governors that you wish to proceed to Stage 4 and wish the complaint to be heard by a panel of Governors.</p>
STAGE 4 – COMPLAINT HEARD BY A PANEL OF SCHOOL GOVERNORS	<p>If the matter has still not been resolved at Stage 3, then you will need to write to the Chair of Governors outlining a desire to take the complaint to Stage 4.</p> <p>As it is extremely rare that a complaint reaches Stage 4, detailed information will be given to parents or member of the community if this should occur.</p> <p>The Governors' Appeal hearing is the last stage of the complaints process. If the matter is still not resolved at Stage 4 the final course of action available is to either:</p> <ul style="list-style-type: none"> a) refer the matter to the DFE by writing to the Education Funding Agency, c/o Academies Central Unit, Education Funding Agency, Ealsden Park, 53055 Butts Road, Coventry, CV1 3BH (e-mail: questions@efa.education.gov.uk) b) for complaints regarding admissions appeals, write to the same address/e-mail.

Policy agreed by Governors: Spring 2024

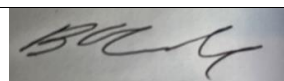
Date policy last reviewed: February
2024

Signed by:



Headteacher

Date: 27/03/2024



Chair of governors

Date: 27/03/2024

Policy to be reviewed: Spring 2025

Christ the King Catholic Primary School. COMPLAINTS FORM APPENDIX A

Please complete and return to Headteacher and/or Chair of Governors who will acknowledge receipt and explain what action will be taken.

I am a: Parent / Guardian / Member of the Community (please delete as appropriate)

Your Name: _____

Pupil's Name: _____

Your relationship to the pupil: _____

Address: _____

Postcode: _____

Daytime Telephone N°: _____ Evening Telephone N°: _____

Please give details of your complaint below:

What action, if any, have you already taken to try to resolve your complaint? Who did you speak to and what was the response?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, give details.

Signature: _____ Date: _____

Official Use Only

Date acknowledgement sent: _____ By who: _____

Complaint referred to: _____ Date: _____