



Complaints Procedure

The Governors wish to ensure that, as far as possible, difficulties and problems are settled in discussion between the Headteacher and parents or carers. This makes for effective home - school relationships in the best interests of the child. However, should any parent consider that the school is failing to meet the legal requirements of the National Curriculum or has any other complaints, the procedure to be followed is set out below:

1. Minor complaints should be dealt with by the class teacher. If a parent is not satisfied, the Headteacher is to be contacted. Please either ring school or complete the Complaints Procedure Form (Appendix 1) and hand into or post to the school office marked: Private and Confidential
FAO: The Headteacher.
2. All serious complaints must be made known to the Headteacher at the earliest opportunity, so that an investigation can take place. Every effort will be made on that occasion to deal with the problem.
3. A parent who is still not satisfied should contact the Chair of Governors in a letter addressed to the school marked: Private and Confidential
FAO: The Chair of Governors, who will endeavour to find a solution acceptable to all parties.
4. If there is still no resolution a formal report will be prepared by the Chair of Governors and presented to the Governing Body where a small committee will then be empowered to make a decision in light of the complaint and evidence presented.

Should the complainant be unsatisfied with the outcome of this complaints policy or wish to complain about an issue that we are unable to investigate, the complainant can contact the Bishop Bewick Catholic Education Trust via the Clerk to Board of Trustees (email: Nick.Sanders@bbcet.org). The complaint will be reviewed by the CEO and delegated as appropriate. The Clerk will write to the complainant to acknowledge their complaint, usually within 15 school days of receiving it, or as soon as practicable thereafter. If appropriate, the Trust will investigate the complaint and provide an initial response.

Appendix 1

Complaints procedure form

If you have tried unsuccessfully to resolve your complaint and wish to take the matter further, please complete this form and send it to the Headteacher. (If your complaint is against the Headteacher, you will need to send the form to the chair of the Local Governing Committee.)

Name:	Address:
Daytime telephone number:	
Evening telephone number:	
Email:	Postcode:
What is your complaint concerning, and what action would you like the Headteacher to take?	
When did you discuss your concern or complaint with the appropriate member of staff?	
What was the result of the discussion?	
Signed:	Date: