



ST CHARLES'
CATHOLIC
PRIMARY SCHOOL

COMPLAINTS
POLICY

<u>COMPLAINTS POLICY</u>	
<u>AGREED: FEBRUARY 2016</u>	<u>NEXT REVIEW: FEBRUARY 2017</u>

St Charles' Catholic Primary School

COMPLAINTS POLICY

In the event of any person wishing to make a complaint about the school or the curriculum provided by the school, it should be made in the first instance to the Headteacher.

In the event of any person wishing to make a complaint about incidents concerning children in the classrooms or concerns about a child's welfare these should be made initially to the class teacher. If a solution to the problem that the complainant has expressed cannot be agreed with the class teacher then the complaint should be made to the Headteacher or Deputy Headteacher.

The Headteacher or Deputy Headteacher will investigate the complaint and meet with the complainant to discuss their findings and any action necessary to rectify such problems.

If the complainant feels that their complaint has not been dealt with by the Headteacher or Deputy Headteacher, they have the right to appeal to the Chair of Governors.

The complaint should be put in writing and addressed to the Chair of Governors at the school address. The complaint will be passed on to the Chair of the Grievance Committee who will investigate its contents and reply in writing to the complainant.

The complainant now has the right of appeal, should they feel that their complaint has not been dealt with to their satisfaction, to either the Archdiocesan School Office or the Local Authority.

The complaint should be put in writing and sent to either of the following:

- Archdiocesan Director of Education LACE Croxteth Drive Sefton Park Liverpool L17 1AA
- Executive Director, Children's Services Millennium House 2nd Floor Victoria Street Liverpool L1 6JF