

CARDINAL NEWMAN CATHOLIC HIGH SCHOOL

NOTES FOR PARENTS ON EXPRESSING THEIR CONCERNS OR COMPLAINTS

Our aims and values

- The school is committed to partnership with parents and pupils.
- We welcome the support of parents in setting high standards of work and behaviour.
- We take seriously any concerns or complaints brought to our attention.
- We assure parents that all such matters are investigated thoroughly and in strict confidence.

As a Christian community the school's complaints procedure is founded on the principles of reconciliation.

We assure parents that the outcome of any complaint does not affect the value and concern we have for every child in the school.

Procedures for expressing a concern or complaint

Please note that the school was founded by, and is part of, the Catholic Church and is conducted in accordance with the Trust Deed of the Diocese of Shrewsbury. Consequently all complaints should be made through the procedures outlined below and not through the Local Education Authority.

Please feel free to contact us in confidence, especially if your child is reluctant to come forward to express a concern.

Please do not delay in expressing concerns to us. It is difficult to investigate an incident thoroughly if more than a few days have elapsed.

First steps

- Parents should initially make contact with their child's **Head of Year**. This is the person who knows your child best and has overall responsibility for your child's pastoral and academic development.
- This should be done by letter or by telephone. *Always make an appointment if you wish to come into school to express your concerns.* This avoids unnecessary delay and frustration. Timetable commitments mean that the staff will not be available if you arrive without an appointment.
- The Head of Year may deal with the matter personally or will pass it to the most appropriate member of staff, e.g. the subject teacher, form teacher, Head of Department and/or a member of Senior Staff.
- You will be notified as soon as possible of the outcome of your concerns and it is hoped that problems will be resolved at this stage.

Next steps

- If you still have serious concerns, it will be necessary for you to complete a Complaints Record and send it to the school Complaints Co-ordinator, Mrs J Warburton.
- After your complaint has been acknowledged you may have to wait a short time so that any further investigation can be undertaken. However every effort will be made to resolve the situation as quickly as possible.
- You will be notified of the outcome by letter and/or you may be invited into school.
- It is expected that matters will normally be resolved at this stage.

Throughout this time the Headteacher will be informed of all the details relating to all parties.

Parents should appreciate that in the interests of confidentiality it is inappropriate to discuss other parties involved in a complaint or the sanctions applied to them. However we assure parents of the thoroughness and sensitivity with which we investigate complaints and we anticipate that parents will trust us to deal fairly with all parties involved.

If matters are not resolved

- You may write to the Chair of the Governing Body who will discuss the matter with the Headteacher and may request a further investigation.
- The Chair of Governors will then write to you to explain what has been decided in response.

Further Action

- The Chair of Governors may request that a Committee of the Governing Body hear your complaint.
- The Committee would listen to you, the Headteacher and others involved in the complaint, before coming to a decision.
- Finally, if you are not happy with the outcome, you may write to the Clerk of the Governing Body requesting that the Governors' Appeals Committee consider your appeal.

Footnote

Please note that it is school practice to keep written records of all matters relating to these procedures.

Agreed September 2011

Reviewed September 2012

Reviewed November 2013

Reviewed October 2014