



St Theresa's Catholic primary School

Complaints Policy

Mission Statement

Walking in Theresa's Little Way

Mission Statement

Our mission is to deliver an outstanding and distinctive Catholic education with Christ at the heart of our community

Together, we share and celebrate our faith whilst respecting and learning from other traditions and cultures.

We aim to prepare all for the global community of the 21st century, reflecting the ever changing world in which we live, work and have our being.

We acknowledge the unique value of each person.

Through mutual support, and in partnership with the home and parish communities, we nurture everyone to become the best they can be.

We strive for excellence in all we do.

Approved at SIA Committee: 11.1.18

Review Date: Spring 2020

1. This policy statement sets out the school's approach to dealing with parental concerns and complaints. Further details of how we handle them are contained in our procedures document, which is on the school's website or a paper copy can be obtained from the school office.
2. We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.
3. We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.
4. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. We expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.
5. All school staff and members of the governing body will be familiar with the school's procedures for dealing with parental concerns and complaints. This policy is available on request to parents.
6. The school's procedures will be reviewed regularly and updated as necessary.

7. Staff and governors will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups, such as the office staff or members of the governing body.

8. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our option to close a complaint before all the stages of the school's procedures have been exhausted, if this appears to be appropriate. There is also a policy in place for unreasonable complainants. This can be found on the school's website or a paper copy can be obtained from the school office.

9. The government and the local authority advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations. The role of the local authority in advising parents and schools on the handling of concerns and complaints is set out in the school's procedures.