

GRIEVANCE PROCEDURE

For Complaints against all staff in schools

Rationale

Our Mission is

“To help every person to achieve his or her best in work and play. To celebrate whatever is good and to follow in the footsteps of Jesus by supporting and forgiving each other for the honour and glory of God.”

This procedure provides an open and fair way for service users of St Anne’s RC Primary to make known their problems and enables complaints to be resolved as quickly as possible.

Many concerns can be dealt with on an informal basis and this should be the first approach wherever possible.

Informal Approach

Any service user who feels they have a concern or complaints against the school or any of its staff should:

- arrange for an appointment to speak to the headteacher and clearly identify their concerns.
- agree a course of action to resolve the issue with the headteacher and any other key staff within the school

The headteacher in conjunction with other key staff will:

- agree to meet with the service user.
- listen to the concern or complaint.
- Contribute to the discussion by providing any additional information.
- agree a course of action to help resolve the issue.
- arrange further meetings to discuss progress as necessary.

If the concern or complaint cannot be resolved informally then a more formal approach can be adopted.

Formal Approach

Where any service user feels the matter has not been resolved through informal discussion and/or plans the following procedure should be used:

The service user should:

Set out his/her concern/complaint in writing and send it to the Chair of Governors.

Chair of the Governing body, Fr J Clarke
1537 Ashton Old Road Fairfield, Manchester M11 1GR
Telephone: 0161 370 1615

Following receipt of the letter the Chair of Governors will:

- Acknowledge receipt of the letter within 2 working days and
- Inform the service user that they can be accompanied to a meeting.
- investigate whether the concern has been dealt with in a correct manner. The Chair will then respond to the concern.
- If you feel the school has still not dealt with the matter you will have opportunity of a formal hearing of The Complaints Panel of The Governing Body. Neither the headteacher nor the Chair will be present at this meeting.

The members of this panel are selected specifically so that they are impartial and have no previous knowledge of the complaint. There are guidelines available about how such a hearing will be conducted and what you can expect to happen as a result. These guidelines are available on a separate information leaflet "Guidance for Parents on the Conduct of Governing Body Complaints Panel Hearings".

If the Governing Body do not uphold the complaint

The Local Government ombudsman investigates complaints about "maladministration" ie cases where the recognised complaints procedure has not been used properly. However, the ombudsman cannot investigate complaints about internal school matters and is not empowered to overturn the decision of a Governing Body Complaints Panel which has correctly followed procedure. If the ombudsman decides to investigate your complaint, you could wait up to six months to hear the result of the investigation. A complaints form can be obtained from your local library or Citizen's Advice Bureau".

If you feel that the Governing Body has acted "unreasonably" or "illegally" in coming to their decision,. You can complain to The Secretary of State for Education and Employment. If you feel this to be necessary, you will need to write to the secretary of State, giving details of your complaint and referring to Section 496 ("unreasonably") or Section 487("illegally") of the 1996 Education Act. When you make a formal complaint in this way, the Secretary of State has the power to issue directions to the Governing Body, but you should be aware this power is very rarely used and that an investigation can take up to six months or more.

Reference to the Local Government ombudsman or the Secretary of State will only occur under very extreme circumstance. The vast majority of concerns and complaints will be dealt with by the staff and governors of the school. Remember they, like you only wish to achieve the very best for the children in their care.

Reviewed March 2017