



OUR SCHOOL MOTTO IS:

## *Growing in Faith and Knowledge*

### OUR SCHOOL MISSION STATEMENT

St Joseph's Preparatory School is a Catholic School, which was founded by the Christian Brothers and is a place where the staff and governors work to bring the Gospel values into all areas of School life and where prayer, worship and liturgy are seen as meaningful experiences.

Each child is encouraged to strive for the highest possible standards of work and behaviour, whilst learning to live as a well-mannered, self-disciplined and tolerant individual both inside and outside the classroom. The children learn to live as happy and caring members of a School community, which values their unique individual talents, and also the needs of others.

St Joseph's Preparatory School values and nurtures a close partnership with parents and encourages the forming of meaningful links with the wider community. The children are encouraged to take part in extra curricular activities in order to develop an interest in sporting, cultural and recreational activities.

St Joseph's Preparatory School recognises its legal duty to work with Local Safeguarding Children's Board acting on behalf of children in need or enquiring into allegations of abuse.

We recognise that pupils have a fundamental right to be protected from harm and require a secure environment in order to learn effectively.

St. Joseph's Preparatory School's Safeguarding Children Policy follows the guidelines laid down by the City of Stoke on Trent Safeguarding Children's Procedures and "Working Together to Safeguard Children".

Our motto 'Growing in Faith and Knowledge' encapsulates the School's Aims:

- To provide a caring, Christian community, in which individuals can develop fully.
- To strive for excellence in all areas – academic, sporting, musical etc.
- To provide an ethos which brings the Gospel message alive.
- To develop strong community links.
- St. Joseph's Preparatory School has achieved International School Status and is an Eco School.
- We are a Dyslexia Friendly School.

*St Joseph's Preparatory School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.*

# Complaints Procedure

Co-ordinator: Mrs S D Hutchinson  
Updated: September 2011

## St Joseph's Preparatory School

### Complaints Procedure

This Policy is applicable to all pupils, including those in the EYFS

#### Introduction

St Joseph's Preparatory School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure.

The procedure is available on our web site and by request from the school office.

#### Stage 1 – Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and **informally**.

If parents have a complaint they should normally contact their child's Form Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Headteacher.

Complaints made directly to the Headteacher will usually be referred to the relevant Form Teacher unless the Headteacher deems it appropriate for him/her to deal with the matter personally.

The Form Teacher will make a **written record of all concerns and complaints and the date on which they were received**. Should the matter not be resolved with **one week** or in the event that the Form Teacher and the parent **fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2** of this procedure.

#### Stage 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis, then the parents should **put their complaint in writing** to the Headteacher. The Head will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Head will meet/speak to the parents concerned, normally within **3 days** of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Head to carry out further investigations.

The Head will **keep written records** of all meetings and interviews held in relation to the complaint.

Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Head will also give reasons for his/her decision.

**If parents are still not satisfied with the decision, they should proceed to Stage 3** of this Procedure.

### **Stage 3 – Panel Hearing**

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to Mrs J Sawyers, who has been appointed by the Governors to call hearings of the Complaints Panel.

**The matter will then be referred to the Complaints Panel for consideration.** The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, **one of who shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Trustees.** Mr W. Hammond, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable within **3 days**.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than **3 days** prior to the hearing.

**The parents may be accompanied to the hearing by one other person.** This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which shall complete within **3 days of the Hearing.** **The Panel will either write to the parents or send their findings by electronic mail or otherwise give to the complainant by hand the recommendations and decisions and the reasons for it.** The decision of the Panel will be final. **The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head, the Governors and, where relevant, the person complained of.** All complaints will be dealt with within twenty-eight days. St. Joseph's Preparatory School will provide Ofsted and ISI on request, with a written record of all complaints made during any specified period and the action which was taken as a result of each complaint. All paper work relating to the complaint will be kept for three years and will be made available for Inspection on the schools premises by Christian Brothers, Governors or the Headteacher.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under Section 162A of the 2002 Act requests access to them.

Parents may refer to Ofsted and ISI if they feel that their complaints have not been met appropriately. Contact details:

- Ofsted            Royal Exchange Buildings  
                         St. Ann's Square  
                         Manchester, M2 7LA  
                         Tel: 0300 123 4666
  
- ISI                    First Floor  
                         Cap House  
                         9-12 Long Lane  
                         London EC1A 9HA  
                         E-mail: [info@isi.net](mailto:info@isi.net)

#### **Stage 4 – Monitoring and Review**

The Governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school and records how they were resolved.

Governors take into account any local or national decisions that affect the complaints procedure, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

**St. Joseph's Preparatory School has received no formal complaints during the last academic year**



**St Joseph's Preparatory School  
Log Sheet for Complaints**

**Name of Complainant:**

**Date Complaint Received:**

**Brief Description of Complaint:**

Please attach more information as necessary

**Action taken to resolve Complaint:**

**Complaint Resolved**  
YES / NO

**If No, please include what other action has been taken:**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_