

**St Columba's Catholic
Primary School**

Bradford

St Columba's is a Voluntary Aided School and Governors are responsible to the trustees of the Diocese of Leeds.



A Guide for Parents and Carers

How to express your concerns

**Listening to parents pupils and the
Community**

We aim to make our school a happy and caring place so that pupils may benefit from the best possible education.

We work in partnership with parents and seek to improve our school by paying close attention to their concerns.

Follow the instructions in this leaflet if you have a concern or wish to make a complaint.

Level 1 – A concern

Speak to us as soon as you have a concern, before it becomes a complaint.

If you have any concerns including about your child's educational progress, you should first discuss your concerns with the class teacher. This usually enables the problem to be sorted out swiftly and to everyone's satisfaction.

If following discussion with the class teacher, you are still not satisfied you may wish to bring your concerns to the attention of the phase leader or Assistant Headteacher.

Full investigation and discussion should enable most matters to be resolved at this stage.

Expressions of concerns at this stage may be verbal or in writing.

We will do our best to resolve your concerns and respond in 3 days.

If it involves another child please do not involve them or their parents, speak to a staff member.

If you feel your concern has still not been addressed please book an appointment with the Head of School who will investigate and if you are still not happy follow the steps on the next page for a Formal Complaint.

If the complaint is about the Head of School, please write to the Executive Head. If your complaint is about the Executive Head please write to the Chair of Governors.

Level 2

Where concerns cannot be resolved informally the matter may then be considered to be the subject of a formal complaint and you may then refer it to the Head of School.

The formal complaint must be made in writing on the school's complaint form, available from the office.

Acknowledgement of receipt of this written complaint will be made within 5 school days.

The Head of School will fully investigate the complaint and respond in writing within 10 school days.

Level 3

Where concerns cannot be resolved formally with the Head of School the matter may then be considered to be the subject of a formal complaint that will be addressed by the Executive Head.

The formal complaint must be made in writing on the school's complaint form, available from the office.

Acknowledgement of receipt of this written complaint will be made within 5 school days.

The Executive Head will fully investigate the complaint and respond in writing within 10 school days.

Level 4 - Appeal to Governors

Where complaints cannot be resolved by the Executive Head the matter may then be considered to be the subject of a formal complaint to the governing body.

A formal complaint to the governors will need to be in writing to the clerk or chair of the governing body.

Write to the Chair of Governors within 10 days of receiving our response.

Acknowledgement of receipt of the complaint will be made within 5 school days.

A panel of governors will be established to investigate and hear the complaint. The panel will not previously have been involved in any detailed discussion of this complaint.

They will consider:

How your complaint was investigated by the initial investigating officer

You will get a chance to give your views (bring a friend or relative if you wish)

Urgent cases will be considered as a priority and the time between receipt of the complaint and the panel hearing should not normally exceed 20 school days.

The panel will consider the complaint and the chair of the panel will notify the complainant, in writing, of the panel's decision within 10 school days.

They will not reopen the investigation. The panel's decision is final and you will receive a copy of their report within 10 school days of the panel meeting. If it will take longer we will let you know.

If you still remain dissatisfied you will then need to take your complaint to level 4

Formal Stage 5

Appeal to the Secretary of State for Education and Skills.

This can only be done if you believe the process was unreasonable or illegal.

St Columba's Catholic Primary School

Tong Street, Dudley Hill

Bradford, BD4 9PY

Tel: 01274 681961

Chair and Clerk to the Governors can be contacted at the above address.