



St Ignatius' Catholic Primary School



School Complaints Policy

'An inspired learning community with Jesus Christ at our centre.'

1. This policy statement sets out the school's approach to dealing with concerns and complaints. Further details of how we handle them are contained in our procedures document, 'St Ignatius': School Complaints Procedure which is available on the school's website, along with the complaints policy.
2. We value good home/school relations and will therefore do everything that 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 and carers 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. In return, 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 discussed inappropriately in front of pupils.
5. All school staff and members of the Academy Council will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with parental concerns and complaints, to which they will have access as required. This policy is available on the school's website.
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, as a group activity for all staff or for specific groups.
8. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, we recognise that this may not be possible in every case. The school has an option to close a complaint at each of the stages and will do so if this appears to be appropriate. The complainant will still retain the right to appeal this decision at Formal Stage 2 and with the Department for Education.
9. The government advocates resolution of parental concerns and complaints at school level wherever possible in the interest of maintaining good home/school relations.