



Complaints Policy

For the following academies:

Cardinal Newman Catholic Primary School
Salesian School

St Alban's Catholic Primary School

St Anne's Catholic Primary School

St Augustine's Catholic Primary School

St Charles Borromeo Catholic Primary School

St John the Baptist School

St Hugh of Lincoln Catholic Primary School

The Holy Family Catholic Primary School

This Complaints Policy has been approved and adopted by the Xavier Catholic Education Trust in January 2017 and will be reviewed in January 2019.

Committee Responsible: HR Committee

Xavier Catholic Education Trust

Xavier Catholic Education Trust Mission Statement

Our mission is to provide an outstanding Catholic education for all the children in our schools. We will follow the example and teachings of Christ and everything we do will be inspired by gospel values. We will strive for excellence in all areas of our work and cherish every child in our care.

Complaints Policy

If you have a comment, concern or complaint we would like to know as soon as possible. We always welcome suggestions for improving our work and maintaining our standards. Staff at our schools will acknowledge your complaint within 24 hours and resolve the issue within 5 working days if possible.

What to do first?

Parent's concerns

Most concerns and complaints can be sorted out quickly by contacting your child's tutor/subject teacher in a secondary school or the class teacher in a primary school. All staff will make every effort to resolve your concern informally.

Cardinal Newman Catholic Primary School	01923 222536
Salesian School	01932 582520
St Alban's Catholic Primary School	020 89795893
St Anne's Catholic Primary School	01932 562257
St Augustine's Catholic Primary School	01276 709099
St Charles Borromeo Catholic Primary School	01932 842617
St Hugh of Lincoln Catholic Primary School	01483 480441
St John the Baptist School	01483 729343
The Holy Family Catholic Primary School	01932 846366

Concerns raised by suppliers of goods and services can be directed to the school's business managers.

Pupil's concerns

Concerns raised by pupils can be directed to their tutor/classroom teacher

What to do next?

If you are dissatisfied with the response or you have a serious concern you can make a formal complaint to the Headteacher either in writing or by telephone, by email or in person by appointment. The Headteacher will then carry out an investigation and provide a written response within five working days.

If you are still unhappy

We will do all that we can to resolve the matter straight away but if you are still not entirely satisfied you may make a formal complaint in writing to the Clerk to the Governors at the school, who will refer it to the Chair of the Local Governing Committee. They will convene a meeting to discuss the matter within 10 working days and provide you with a written response within 5 working days of the meeting.

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If after this further action, you are still unhappy then your complaint will be reviewed by a panel consisting of at least three governors not directly involved with the matters which are the subject of the complaint, one of whom will be independent of the school and the parents can be accompanied if they wish. They will carry out their independent investigation and will ensure that a written reply is sent to you within 10 days.

Further Action

Parents who are still not satisfied to the way a complaint has been managed should be referred to:

***CEO, Xavier Catholic Education Trust
C/o Salesian School, Guildford Road, Chertsey, KT16 9LU***

If the complaint is, still not adequately resolved parents can contact the Education Funding Agency via the Department for Education's school complaints form at:

<http://www.education.gov.uk/schools/leadership/schoolperformance/b00212240/makingcomplaintschool/how-to-complain> or by post to the Department for Education, Castle View House, East Lane, Runcorn, Cheshire, WA7 2GJ