



Mission Statement

“A Caring Christian Family Where We Grow Together”

COMPLAINTS POLICY

Effective Date: 01/01/2018

Review Date: March 2022

Review Date	Signed Head Teacher	Signed Director RCSAT
25/07/2018	<i>M. L. J. J. J.</i>	<i>P. B. B. B.</i>
3/3/2020	<i>M. L. J. J. J.</i>	<i>P. B. B. B.</i>

Persons Responsible for Policy:	Executive Headteacher RCSAT
Approval Date	01/01/2018
Signed:	Director RCSAT
Signed:	Executive Headteacher RCSAT

1. Introduction

- 1.1. The intention of this procedure is to provide the schools with a clear and transparent process that will enable all complaints to be dealt with as quickly and efficiently as possible. The length of time that this takes will vary with the gravity and complexity of the complaint and the urgency with which it needs to be settled. However, all complaints should be settled within a period which is reasonable in the circumstances.
- 1.2. This procedure takes into account current Department for Education guidance.
- 1.3. All references to working days refer to days on which the school is open to pupils and for staff training days.
- 1.4. This procedure has been drawn up following consultation with the Cheshire East Association of Primary Heads, Cheshire East Association of Secondary Heads, Cheshire East Association of Special School Heads, Cheshire East Association of Governing Bodies and the relevant Diocesan Authorities.

2. Scope of the Procedure defined by this Policy

- 2.1. The procedure, RCSAT-PR-012-01, covers all complaints against the school by external persons/parties which do not have an alternative statutory avenue of appeal or complaint. Where complaints make allegations of misconduct against members of staff this procedure may be superseded by use of the staff disciplinary procedure or other appropriate staffing procedure, at any time or following recommendations at the conclusion of the complaints process.
- 2.2. Employees of the school (and ex-employees who wish to raise an issue relating to their former employment) cannot use this procedure but, where necessary, should raise concerns via the appropriate staffing procedure, RCSAT-PR-012-02, full details of which are available from the school.

3. Additional Advice

- 3.1. Advice on the operation of the procedure is available from the Governance and Liaison Service, who may also seek the advice and/or involvement of other Local Authority (LA) officers as appropriate, via the current agreement which the service has with schools. Such requests should be made via the Governance and Liaison Service.
- 3.2. For church schools, advice may also be sought from the appropriate Diocesan Officer; in these circumstances the LA and Diocesan Officers would seek to collaborate over the resolution of the complaint. The role of the Diocesan Officer will be particularly important in any complaint which relates to the faith aspect of the school or to the delivery of Religious Education.