

**Compliments,  
Comments, Concerns  
& Complaints Form**

Name.....

Address.....

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.....

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Child's Name.....

Class.....

Do you wish to make a

Compliment

Comment

Concern

Complaint

Please briefly explain what you want us to know

You may continue on a separate sheet if necessary

Signature.....

Date.....

**St. Cuthbert's  
R.C. Primary  
School**



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*Compliments,  
Comments,  
Concerns &  
Complaints*

*Catholic Schools aim to be  
places where love of one's  
neighbour is obvious at all  
times.*

**One of the most important ways we  
can work towards this is by  
listening to our parents and carers,  
pupils and the parish community**

## *Compliments & Comments*

If you are happy with our school please tell us. It is helpful to know when we are 'getting it right'. We will pass on your compliments to the people concerned. Your comments and suggestions are welcomed and valued. We record the information you provide and will use it to improve our school.

All our staff have committed themselves to care for and help children in a way which is consistent with the Catholic ethos of our school. Nevertheless, as in any organisation, parents or carers may from time to time have a concern. If this happens, we would like to know, so that we have an opportunity to put things right and make sure that we learn from our mistakes.

## *Concerns & Complaints*

Initial concerns

Concerns ought to be handled, if at all possible, without the need for formal procedures. In most cases a staff member (class teacher) will receive the first approach as an expression of concern and it will be resolved. If you have a concern about one of the following please contact Mrs Jane Ward in writing

c/o school:

Admissions

Child Protection

School Curriculum

Staff Grievance and Discipline

Exclusions

Special Educational Needs

Public Examination Results

Formal procedures only need to be used when initial attempts to resolve the issue are unsuccessful. The next section briefly outlines the complaints procedure. The full procedure is available from the school office on request (Mrs Reid Or Mrs McGill).

### *Complaints procedure*

Stage 1 - Complaint heard by staff member (i.e. class teacher or Phase Leader)

We aim to resolve a complaint at the earliest possible opportunity via informal resolution by way of a discussion with the class teacher or Phase Leader.

Stage 2 – Complaint heard by Head Teacher

If you think that your complaint has not been resolved then you can take your complaint to Stage 2. You will need to put your complaint in writing. During this stage the Head teacher will deal with your complaint. The Head teacher will respond to the complaint in writing via a letter or an email.

Stage 3 – Complaint heard by the Governing Body Complaints Appeal Panel

If you are still not satisfied you need to write to the Chair of Governors giving full details of the complaint and the reason why you remain dissatisfied with previous attempts to resolve the complaint.

The Chair, or a nominated governor, will convene a Governing Body complaints panel.

One of the governors will be appointed as the Chair of the Complaints Panel. This will not necessarily be the Chair of Governors.

St Cuthbert's RC VA Primary School's Clerk to the Governors will invite you to attend the Complaints Panel. You will be informed of the time, date and venue for the hearing. The clerk will collate and distribute any relevant information.

The Chair will ensure that you are informed of the Panel's decision, in writing, within 15 school days of the Panel hearing.

The Panel hearing will be held in private and we aim to resolve the complaint, achieve reconciliation between the school and yourself. We can assure you that your concerns are taken very seriously.

The Complaints Panel will aim to reach an outcome in respect of the complaint (i.e. upheld, partially upheld, not upheld, unable to substantiate), decide and agree on appropriate action to be taken as a result of the complaint and make recommendations to change processes/procedures to ensure problems of a similar nature do not recur.