

St John Vianney School & Children's Centre Complaints Protocol

"Come as you are and grow with us"

School & centre mission

Any difficulties, concerns or complaints are dealt with by the school & centre. Practitioners, the head teacher and senior staff will always attempt to resolve the matter informally. If the complaint cannot be resolved in this way, a formal procedure is followed.

It is in everyone's interest that complaints are resolved at the earliest possible stage. By taking informal concerns seriously at the earliest stage, we hope to reduce the numbers that develop into formal complaints.

There are three stages to the formal complaints procedure at St. John Vianney School & Children's Centre.

- Stage One: Complaint heard by staff member.
This stage will be completed within 7 days.
- Stage Two: Complaint heard by head teacher.
This stage will be completed within 28 days.
- Stage Three: Complaint heard by the complaints appeal panel of the governing body.
This stage will be completed within 28 days.

At each stage, the person investigating the complaint makes sure that they:

- establish what has happened so far, and who has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them if further information is required;
- clarify what the complainant feels would put things right;
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct the interview with an open mind and be prepared to persist in the questioning;
- keep notes of the interview;
- complete investigations and reach a determination;
- notify complainant of the decision and any remedial action to be taken within specified time;
- explain any further rights of appeal and, if so, to whom they need to be addressed.

An unsatisfied complainant can always take a complaint to the next stage.

Where complaints are unresolved by this procedure, complainants have recourse to a variety of other bodies to pursue their concern. [Information regarding such procedures is available from the setting or at www.ofsted.gov.uk]

A full copy of the complaints policy of St. John Vianney School & Children's Centre is available upon request from the school and centre.

In the case of complaints relating to school, early years or child care ofsted may consider concerns that affect the school or service as a whole. This includes problems with the quality of education or child care or poor management and includes complaints relating to compliance with the regulations for Early Years Registration or Childcare Registration.

To contact their helpdesk, which is open from 08.00 to 20.00, Monday to Friday,

- telephone 03001234234
- email enquiries@ofsted.gov.uk

To make a complaint, by post, write to:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

St. John Vianney School & Children's Centre

Reporting a difficulty, concern or complaint

Please complete and return to a member of staff who will acknowledge receipt and explain what action will be taken.

Your name:

Child's name (if applicable):

Your relationship to the child (if applicable):

Address:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

For school & centre use:

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: