



St Joseph's College

COMPLAINTS PROCEDURE/POLICY

PARENTS AND MEMBERS OF THE PUBLIC

The procedures outlined below comply with the provisions of The Children Act 1989 and the Education Act 2002. The Complaints Procedure for Pupils and Parents is available on request and is displayed on the Website and forms part of the Acceptance Pack sent to parents when their child joins the College, and is also available on request.

COMPLAINTS PROCEDURE FOR COLLEGE PUPILS/PARENTS & OTHERS

Principles

St. Joseph's College recognises the importance of dealing with complaints in a timely, efficient and fair manner. It is realised that complaints

- a. May arise in any area of activity within the College
 - i) Teaching
 - ii) Pastoral – Including Boarding
 - iii) Administrative
- b. And will vary in seriousness.
 - i) Concern
 - ii) Complaint
 - iii) Formal Complaint

The College's Complaints Procedure sets out to ensure that:

- The College listens and acts on complaints
- All complaints are investigated thoroughly, fairly and promptly.
- Wherever possible, the College will find a resolution
- Complainants will not suffer as a result of a complaint

Definition of Complaints

In most cases, concerns will be dealt with by staff before they reach the stage of a formal complaint. Where a complaint is made, it is helpful if staff record the steps taken to resolve the issue informally and to keep notes of discussions. However, it is recognised that teachers do not want to discourage parents from voicing concerns by formally logging every issue raised. It is for the College staff to determine how they wish to approach this issue.

Aims and Objectives

The College will give careful consideration to all complaints and deal with them fairly and honestly. Sufficient opportunity will be provided for any complaint to be fully

REVIEWED	FEB 10	1	DBA	PP0007.4
CHAIR OF GOVERNORS			DATE	

discussed with the aim of finding a resolution through open dialogue and mutual understanding.

COMPLAINTS PROCEDURE

Parents and others are encouraged to voice concerns or to make complaints, in the first instance, in an informal way with the appropriate member of staff. Most complaints are best dealt with informally.

Staffing:

a. Academic:

1. Senior School

- i) Subject Teacher
- ii) Head of Faculty
- iii) Key Stage Manager
- iv) Vice Principal

2. Junior School

- i) Form Teacher
- ii) Head of Primary

b. Pastoral:

1. Senior School

- i) Form tutor
- ii) Key Stage Manager
- iv) Vice Principal

2. Junior School

- i) Form Teacher
- ii) Head of Primary

3. Boarding

- i) Head of Junior/Senior Boarding
- ii) Head of Boarding
- iii) Vice Principal
- iv) Principal
- v) Suffolk Social Care Services (see below for contact information)

c. Administrative (Accounts, Administration, Catering, Grounds, Transport, Health and Safety etc.)

- i) Administrative Manager
- ii) Financial Manager
- iii) Facilities Manager
- iv) Catering Manager
- v) Business & Finance Manager

d. Complaints about Boarding Welfare

Boarders and/or their parents can contact the Commission for Social Care Inspection (CSCI) regarding any complaint about welfare. Contact:

Ofsted
 Building C
 Cumberland Place
 Nottingham
 NG1 6HJ
 Royal Exchange Buildings
 St Ann's Square
 Manchester
 M2 7LA

website (www.ofsted.gov.uk) or helpline 08456 404040.

REVIEWED	FEB 10	2	DBA	PP0007.4
CHAIR OF GOVERNORS			DATE	

In addition to the procedure detailed above, any boarding pupil may approach Mrs J McGinn, the School's Independent Listener with a complaint, or the School's Medical Officer, who is Dr Debenham or the College Doctor who can be contacted at his surgery - Hawthorn Drive Surgeries, Hawthorn Drive, Ipswich.

A boarder could also seek advice from Suffolk County Council Social Care Services. You can do this by contacting Customer First. This is a call centre that will ensure that the right social worker gets your referral. You can do this by phone, email or letter.

By phone: Customer First can be contacted on 0808 800 4005 during normal working hours. Outside normal office hours contact should be made with the Out Of Hours Duty Team on 01473 299669.

Please note that this is an emergency service only.

By email:

customer.first@socserv.suffolkcc.gov.uk

In writing:

Customer First
Customer Service Department
Social Care Services
PO Box 771
Needham Market
IPSWICH
IP6 8WB

e. Complaints EYS

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of our Ofsted regional centre are:

OfSTED Midlands Regional Centre, Park Row
Building C
Cumberland Place
Nottingham
NG1 6HJ
OfSTED Early Years Complaints Line: 0845 601 4772

These details are displayed on our setting's notice board. The OfSTED 'Parents' poster will also be displayed at all times.

If a child appears to be at risk, our setting follows the procedures of the Area Safeguarding Children Committee in our local authority.

In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Area Safeguarding Children Committee to ensure a proper investigation of the complaint, followed by appropriate action.

REVIEWED	FEB 10	3	DBA	PP0007.4
CHAIR OF GOVERNORS			DATE	

Stages of Complaints

Stage 1

1. If you feel that a concern has not been addressed through discussion with the Class Teacher, Faculty Head or Key Stage Manager, or that the concern is of a sufficiently serious nature, please make an appointment to see either of the Vice Principals. They consider any such complaint very seriously and most complaints can be resolved at this stage.

Stage 2

2. If the matter cannot be resolved it may be appropriate for you to make an appointment to see the Principal. If your complaint is about the Principal, it may be appropriate for you to write to the Chair of Governors to make a formal complaint. Please state the nature of the complaint in writing, the steps taken to resolve it and the action you would like to see taken to remedy your concerns. The Principal or Chair of Governors will review the way in which the complaint has been handled by the College and ensure that the issues have been dealt with properly and fairly. He/She will normally write to you with the outcome of this process within 15 school days of receiving the complaint.

Stage 3 - Formal

3. If you are not satisfied with the result you may ask to refer your complaint to Stage 3 of the Procedure. At this stage, a panel of three will meet to consider the complaint and make a final decision about it on behalf of the Governing Body. The panel will consist of two Governors not directly involved in the matters detailed in the complaint, and another person independent of the management and running of the College. The meeting will normally take place within 15 school days of your request.
4. You will normally have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend the hearing, accompanied by a friend/partner if you wish. The Principal will be given the same opportunities. The Clerk to the Governors will write to you with the panel's findings and recommendations within 5 school days of the meeting.
5. A copy of this will also be given to the person about whom the complaint was made and will be available for inspection on the school premises by the Chair of Governors and the Principal.
6. The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to the Independent Schools Association or the Society of Headmasters and Headmistresses of Independent Schools.

Monitoring and Review

The Governing Body monitors the Complaints Procedure, in order to ensure that all complaints are handled properly. The Principal will log all formal complaints received by the College and record how they were resolved. Governors will examine the log on an annual basis and consider the need for any changes in procedure. The correspondence, statements and records relating to individual complaints are kept confidential by the College except where access is required by the Independent School Inspectorate, the Secretary of State or another similar body acting on their behalf.

REVIEWED	FEB 10	4	DBA	PP0007.4
CHAIR OF GOVERNORS			DATE	

Availability

A copy of this procedure is available to all parents and members of the public on request, on the Colleges Website and forms part of the Acceptance Pack to new parents joining the College.

DCSF and ISI Regulations require the College to state the number of complaints registered under the Formal Stage 3 Complaints Procedure in the preceding year: 0 complaints were registered under the formal procedure in the year 2008-09

REVIEWED	FEB 10	5	DBA	PP0007.4
CHAIR OF GOVERNORS			DATE	

FLOWCHART SUMMARY OF COMPLAINTS PROCEDURE

