

# ST. MICHAEL'S CATHOLIC GRAMMAR SCHOOL

## COMPLAINTS POLICY

### Guidance notes for parents

1. At St. Michael's we do our best to ensure that your daughter/son is happy at school. On occasions, however, a problem may arise. The great majority of problems can be sorted out informally by a conversation with her form tutor, subject teacher or the head of that subject department. The Headteacher, Associate Head and Heads of the three Key Stages are always available, by appointment, for consultation with parents. However, there may be an occasion when you think that we have not taken action over a significant problem or we have made the wrong decision and you now wish to make a complaint. If so the procedure is as follows:
  - Write a formal letter of complaint to the Headteacher who will investigate your complaint and reply in writing.
  - If the problem is still not resolved then a formal complaint in writing may be made to the Chair of the Governing Body.
2. Other Complaints
  - If your initial complaint is about the headteacher you may write to the Chair of the Governing Body c/o the School.
  - If your complaint is about a particular member of the governing body you may write to the Chair of the Governing Body.
  - If your complaint is about the Chair of the Governing Body you may write to the Trustees c/o the School.
  - If you consider that the governing body is acting unreasonably or is failing to carry out its statutory duties properly you may write to the Trustees.
3. The procedure used will follow the Archdiocese of Westminster Education Service Guidelines.

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