



Complaints Policy

For the following academies:

Cardinal Newman Catholic Primary School
Salesian School

St Alban's Catholic Primary School
St Anne's Catholic Primary School

St Augustine's Catholic Primary School

St Charles Borromeo Catholic Primary School

St Cuthbert Mayne Catholic Primary School

St John the Baptist School

St Hugh of Lincoln Catholic Primary School

The Holy Family Catholic Primary School

The Marist Roman Catholic Primary School

This Complaints Policy has been approved and adopted by the Xavier Catholic Education Trust in July 2018 and will be reviewed in July 2020

Committee Responsible: HR Committee

Xavier Catholic Education Trust

Xavier Catholic Education Trust Mission Statement

Our mission is to provide an outstanding Catholic education for all the children in our schools. We will follow the example and teachings of Christ and everything we do will be inspired by gospel values. We will strive for excellence in all areas of our work and cherish every child in our care.

Complaints Policy

If you have a comment, concern or complaint we would like to know as soon as possible. We always welcome suggestions for improving our work and maintaining our standards. Staff at our schools will acknowledge your complaint within 24 hours and resolve the issue within 10 working days if possible.

What to do first?

Parent's concerns

Most concerns and complaints can be sorted out quickly by contacting your child's tutor/subject teacher in a secondary school or the class teacher in a primary school. All staff will make every effort to resolve your concern informally. Please ring the school or refer to the school website for email addresses.

Cardinal Newman Catholic Primary School	01932 222536
Salesian School	01932 582520
St Alban's Catholic Primary School	020 8979 5893
St Anne's Catholic Primary School	01932 562257
St Augustine's Catholic Primary School	01276 709099
St Charles Borromeo Catholic Primary School	01932 842617
St Cuthbert Mayne Catholic Primary School	01483 274961
St Hugh of Lincoln Catholic Primary School	01483 480441
St John the Baptist School	01483 729343
The Holy Family Catholic Primary School	01932 846366
The Marist Roman Catholic Primary School	01932 344477

Concerns raised by suppliers of goods and services can be directed to the school's business managers.

Pupils' concerns

Concerns raised by pupils can be directed to their tutor/classroom teacher

Concerns about a member of staff

Concerns should be raised in writing to the Headteacher.

What to do next?

If you are dissatisfied with the response or you have a serious concern you can make a formal complaint to the Headteacher either in writing or by telephone, by email or in person by appointment within 10 school working days. The Headteacher will then carry out an investigation and provide a written response within ten working days.

If you are still unhappy

We will do all that we can to resolve the matter straight away but if you are still not entirely satisfied you may make a formal complaint in writing to the Clerk to the Governors at the school, explaining why you remain dissatisfied and what your desired outcome is, within 10 school working days. They will refer it to the Chair of the Local Governing Committee. They will convene a meeting to discuss the matter within 10 working days and provide you with a written response within 10 working days of the meeting.

Concerns about the Headteacher

Concerns should be made in writing to the Clerk to the Governors at the school, who will refer it to the Chair of the Local Governing Committee. They will convene a meeting to discuss the matter within 10 working days and provide you with a written response within 10 working days of the meeting.

Xavier Catholic Education Trust

If after this further action you are still unhappy, please contact the Clerk to the Xavier Catholic Education Trust in writing, explaining why you remain dissatisfied and what your desired outcome is, within 10 school working days. Your complaint will be reviewed by a panel consisting of at least three Governors and /or Directors of the Xavier Catholic Education Trust not directly involved with the matters which are the subject of the complaint; one of whom will be independent of the school. The parent making the complaint may attend the meeting and be accompanied if they wish. The panel will carry out its independent investigation and will ensure that a written reply is sent to you within 10 days.

Further Action

Parents who are still not satisfied with the way a complaint has been managed, should be referred to:

***CEO, Xavier Catholic Education Trust
C/o Salesian School, Guildford Road, Chertsey, KT16 9LU***

If the complaint is still not adequately resolved, parents can contact the Education Funding Agency via the Department for Education's school complaints form at:

Contact the Department for Education - DFE Online Forms

Data Protection

As part of the application of this policy, Xavier Catholic Education Trust will collect, process and store personal data in accordance with our data protection policy. We will comply with the requirements of **Data Protection Legislation** (being (i) unless and until the GDPR is no longer directly applicable in the UK, the General Data Protection Regulation ((EU) 2016/679) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 1998) in relation to how we collect, hold and share this personal data. Data relating to your complaint will be held during the period that the complaint is active and retained in line with the Xavier Data Retention Policy