

## St Boniface's Catholic College



### PARENTAL CONCERNS PROCEDURE

SEPTEMBER 2011

'St Boniface's College is a Roman Catholic Christian Community. It is committed to striving for excellence in all its members through the delivery of a broad and balanced curriculum involving spiritual, moral, cultural, academic, social and physical education, delivered to the whole young person. All teaching and learning is done within the context of the teaching of the Catholic faith'.

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At St Boniface's we believe that there should be an on-going dialogue between staff and students, and, parents and staff on all issues regarding progress and wellbeing. However, we recognise that there are times when there are issues which students and parents may feel have not been brought to a satisfactory conclusion. We seek to deal with issues at an early point; however, we recognize that there may be times when a clear resolution may not be possible.

Complaints made by students will be dealt with by an individual student's form tutor, subject teacher, head of year or curriculum leader, faculty leader or head of key stage.

Parents are able to raise concerns and complaints with members of staff either in person, by telephone or in writing. Opportunities will be given for you to meet with the member of staff in the first instance.

If you wish to make a complaint with regard to a particular member of staff, you should make your complaint to the Headteacher who may refer it to another senior member of staff to deal with. A complaint made directly to the Head requiring his immediate response implies that your son / student has been at risk of significant harm owing to:-

- Violence
- Emotional abuse
- Sexual interference
- Neglect

A chance to discuss the complaint will be offered:-

- At a complaints meeting you can bring a friend or parent partnership representative to support you
- The member of staff dealing with the complaint will note down the actions to be completed and the way in which the situation will be monitored. Notes from this meeting will be made available
- Where there is no satisfactory resolution then you will be informed regarding the more formal process for making a complaint
- The Local Authority (LA) will be able to give you further details regarding the process