

## Stage Two

### **The complaint is heard by the Academy Complaints Appeal panel.**

If the complaint is not resolved, the complainant needs to write to the chair of the Local Academy Committee giving details of the complaint. [Please click the link to take you to the Complaints Form.](#)

The chair will convene a complaints appeal panel.

The panel may consist of three or five Academy committee members. It will be independent and impartial.

### **The Academy appeal hearing is the last school-based stage of the complaints procedure, and is not convened merely to rubber-stamp previous decisions.**

The chair of the panel will give the panel's decision, in writing, with reasons clearly explained, within 5 working days of the meeting.

## Stage Three

### **The conduct of the procedures may be investigated by the Diocese.**

If after Stage Two, the complainant is not satisfied that the complaints procedures were conducted properly and fairly, there is a further right to request an investigation by the Diocesan Schools Commission. Apply to: The Director of Schools, Diocesan Schools Commission, 61 Coventry Road, Coleshill, B46 3EA.

*Archdiocese of Birmingham*

## *Complaints Procedure*



*Cardinal Wiseman Catholic School*

*Part of Tthe Romero Catholic Academy*

## **Catholic schools aim to be places where love of one's neighbour is obvious at all times.**

Our staff have committed themselves to care for and help children in a way which is consistent with the Catholic ethos of the school.

Nevertheless, as in any organisation, parents or carers may from time to time raise a concern.

### **The main purposes of the complaints procedure are:**

- ◆ **to resolve problems**
- ◆ **to give parents or carers a way to raise issues of concern and have them addressed.**

### **Initial Concerns**

Concerns will be handled, if at all possible, without the need for formal procedures. In most cases a staff member will receive the first approach as an expression of concern and it will be resolved.

## **The Formal Complaints Procedure**

If your complaint is about:

- Admissions
- Child Protection
- School Curriculum
- Staff Grievance and Discipline
- Exclusions
- Special Educational Needs
- Public Examination Results; special procedures apply and you should ask the school for the appropriate documentation.

For other complaints you may use the procedure below.

### **Formal procedures only need to be used when initial attempts to resolve the issue are unsuccessful.**

The member of staff who manages the school complaints procedure is known as the school's 'complaints co-ordinator'.

Our complaints co-ordinator is: **Mr Leverage, Head.**

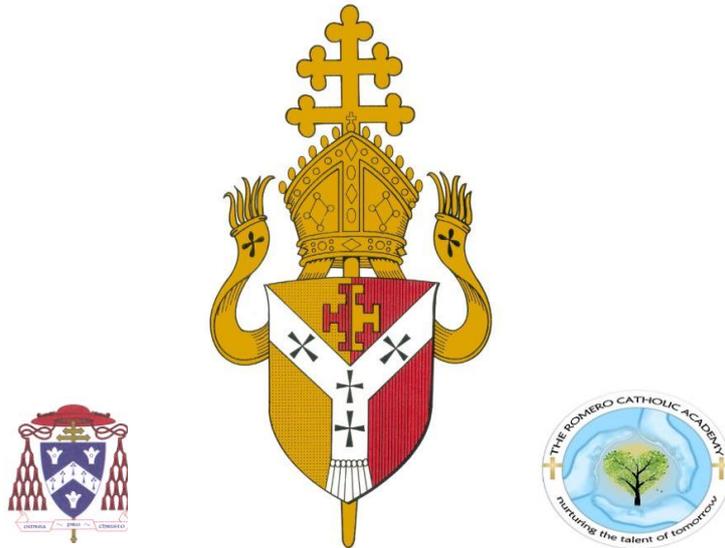
### **Stage One**

#### **The complaint is heard by the complaints co-ordinator.**

The complaints co-ordinator will seek to resolve the complaint by meeting with the complainant and investigating the complaint.

Where the complaint concerns the Head, the complaints co-ordinator can refer the complaint to the chair of the academy committee. The chair (or nominee) will then conduct Stage One.

*Archdiocese of Birmingham*



***Complaints Form***

***Cardinal Wiseman Catholic School***  
***Part of the Romero Catholic Academy***

Your name:  Address:

Child's name:

Child's Form:

I have read the Complaints Procedure leaflet and I that this complaint should be dealt with (please ✓ one box):

As an initial concern  Stage One  Stage Two

If you have already tried to resolve your concern please say

Please briefly explain – you may continue on a separate sheet