

Archdiocese of Birmingham
Complaints Procedure



Cardinal Wiseman Catholic School
Part of The 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 purpose of the complaints procedure is:

- ◆ **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 Coordinator'.

Our Complaints Coordinator is: **Mr Leverage, Head.**

Stage One

The complaint is heard by the Complaints Coordinator, Mr Leverage.

The Complaints Coordinator will seek to resolve the complaint by meeting with the complainant and investigating the complaint. The complainant may be accompanied by another person.

Where the complaint concerns the Head, the Complaints Coordinator can refer the complaint to the Chair of the School Improvement Board, Ms Hegarty. The Chair (or nominee) will then conduct Stage One.

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 School Improvement Board, Ms Hegarty, giving details of the complaint. Please go to the end of this document to complete 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 complainant may be accompanied by another person.

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. Write to: The Director of Schools, Diocesan Schools Commission, 61 Coventry Road, Coleshill, B46 3EA.

Archdiocese of Birmingham



Complaints Form

*Cardinal Wiseman Catholic School
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Your name:

Address:

Child's name:

Child's Form:

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

As an initial concern

Stage One

Stage Two

Please state if you have already tried to resolve your concern

Please give details – you may continue on a separate sheet