



Loreto High School Chorlton

Complaints Statement

June 2018

Complaints Procedures

There is a very high level of satisfaction amongst parents and carers when questioned about the school and this is also true of students in questionnaires in informal discussions. However, there will be times when parents or carers may be unhappy about some aspect of the school and it is important that these concerns are heard, investigated fully and hopefully resolved.

If a parent or carer has a concern or complaint about any aspect of school life, the issue can usually be informally resolved through discussion with school staff. The initial contact should be with the teacher or other staff member concerned if the parent or carer feels comfortable with this. If not, the student's form tutor or Raising Standards Leader could be contacted. Alternatively, the relevant Head of Department may be contacted if this is the most appropriate person. The concern or complaint will be investigated and will hopefully be resolved quickly. The outcome will be conveyed via a telephone call or a face to face meeting.

If the concern or complaint is in respect to Special Educational Needs, the initial contact should be made with the school SENDCo.

When an issue remains unresolved, parents or carers may contact the member of the Senior Leadership Team (Assistant Headteacher or Deputy Headteacher) who is linked to the year group of the parents/carers son/daughter informally by telephone or formally in person to explain the concern.

If the issue still remains unresolved, parents or carers may contact the Headteacher informally.

Alternatively, a formal complaint may be made to the Headteacher in writing. The Headteacher will investigate the complaint and decide what action needs to be taken. The outcome will usually be explained in a face to face meeting or a written letter. If the issue still remains unresolved, parents or carers may contact the Headteacher informally.

If there are still concerns after the Headteacher has investigated and taken action, a formal complaint may be made to the chair of governors, Dr Martin Hanbury, in writing at the school address. The governors will then investigate the complaint and decide whether any action needs to be taken. This will be communicated to you in writing.

It would be helpful when making a written complaint to include the following information:

- Your name
- Student's name
- Your relationship to the student
- Address
- Postcode

(cont.)

- Daytime telephone number
- Evening telephone number
- Details of your complaint
- What action, if any, have you already taken to try and resolve your complaint? (To whom did you speak to and what was the response?)
- What actions do you feel might resolve the problem at this stage?
- Are you attaching any paperwork? If so please give details.