



## **Complaints Policy**

### **Mission Statement**

We are a Catholic Sixth Form dedicated to the education and development of the whole person, so that all students can realise their full potential.

To achieve this as a community we will:

- Provide the highest standards of teaching and learning.
- Expect students to show commitment to their studies and the Christian values of the Sixth Forms.
- Provide equality of opportunity, with mutual respect and positive encouragement.
- Build and further develop a partnership with parents, schools, parishes, higher education, employers and the local community.
- Value staff and support their professional development.

In doing this we will reflect Christ's teaching in the life and work of the whole Sixth Forms.

### **1. Introduction**

- 1.1. As a three site sixth form provider Christ the King strives to ensure that all services it provides are of a high quality, meet the needs of our students and other stakeholders and make a positive contribution to our local and wider community. However, we recognise that there will be occasions where we may fall short of the high standards and expectations we set for ourselves and that this may give rise to complaints from students, parents or other stakeholders.
- 1.2. All complaints regarding Christ the King Sixth Forms are taken seriously, they are followed up and are actioned.
- 1.3. If a student, parent, or other stakeholder is dissatisfied with an action that has been taken or not taken forward by Christ the King or one of its staff members or students, they are entitled to express their dissatisfaction through a complaint to the relevant site and to expect that complaint is to be considered fairly.

### **2. Process**

- 2.1. Where a student, parent or other stakeholder raises a concern verbally with a member of staff it will be treated as an informal complaint. The matter will be logged by the PA to the relevant Deputy Principal concerned using the prepared format (Appendix 1) and will be investigated and followed up. Such investigations and follow up will involve speaking to any relevant staff

members or students to establish what has taken place, agreeing a suitable way forward to avoid any future repeat of the concern raised, and contacting the complainant to explain what has been done. Where appropriate, follow up will also involve an apology on behalf of Christ the King for any difficulty caused. The complaint will be actioned within 3 working days of receipt. If the complainant remains dissatisfied they may submit a formal complaint in writing.

- 2.2. Where a student, parent or other stakeholder raises a concern in writing it will be treated as a formal complaint and will be taken forward by the relevant Deputy Principal concerned. If the complaint is against actions taken or not taken by the relevant Deputy Principal it will be taken forward by the Executive Principal or alternative Deputy Principal. If the complaint is concerning the Executive Principal it will be taken forward by the Chair of Governors. All complaints will be acknowledged within three working days of receipt.
- 2.3. All formal complaints will be investigated promptly by the relevant senior manager. Where the complaint involves a manager it will be taken forward by an alternative member of the leadership team. Complaints against the Executive Principal will be investigated by a Governor nominated by the Chair of Governors.
- 2.4. All formal complaints will be logged by the PA to the relevant Deputy Principal using the provided format (Appendix 1).

### **3. Right of Appeal Regarding Formal Complaints**

- 3.1. The complainant will be sent written notification of the outcome of the investigation and information about the right to appeal any decision within 10 working days of acknowledgement. Should it prove necessary to go beyond that time, the complainant must be informed in writing of the reason and given a new deadline.
- 3.2. Where a complainant is dissatisfied with the outcome of their complaint they have a right to appeal to the Executive Principal (or to the Governing Body or the Clerk to Governors if the complaint concerned or was investigated by the Executive Principal).

### **4. Review of Complaints**

- 4.1. All informal and formal complaints will be logged by the PA of the Deputy Principal at each site and will form part of an annual report reviewed by Governors. All complaints will be logged in the proscribed format (Appendix 1) at each site so that a consistent approach is taken across each of the Christ the King Sixth Forms.
- 4.2. Whilst reviewing complaints Governors will consider the actions that have been taken to address concerns raised by stakeholders and the extent to which the services provided by Christ the King are being taken forward positively.

Date Approved: February 2020  
Next Review Due: February 2024

