



Mission Statement

“A Caring Christian Family Where We Grow Together”

COMPLAINTS POLICY (EXTERNAL)

Effective Date: 01/01/2018

Review Date: September 2026 Biennial

Review Date	Signed Head Teacher	Signed Director RCSAT
25/07/2018	<i>M L Jabel</i>	<i>P. Bantock</i>
3/3/2020	<i>M L Jabel</i>	<i>P. Bantock</i>
28/04/2021	<i>Dr M Badger</i>	<i>P. Bantock</i>
23/08/2024	<i>Dr M Badger</i>	<i>P. Bantock</i>

Persons Responsible for Policy:	Executive Headteacher RCSAT
Approval Date	01/01/2018
Signed:	Director RCSAT
Signed:	Executive Headteacher RCSAT

1. Introduction

1.1. The intention of this external complaints policy is to provide the schools with a clear and transparent process that will enable all complaints external to the organisation to be dealt with as quickly and efficiently as possible. The length of time that this takes will vary with the gravity and complexity of the complaint and the urgency with which it needs to be settled. However, all complaints should be settled within a period which is reasonable in the circumstances.

1.2. This policy takes into account current Department for Education and ESFA guidance.

1.3. All references to working days refer to days on which the school is open to pupils and for staff training days.

2. Scope of the Procedure defined by this Policy

2.1. The procedure, RCSAT-PR-012-01, covers all complaints against the school by external persons/parties which do not have an alternative statutory avenue of appeal or complaint.

2.2. Allegations of misconduct against members of staff shall involve the use of internal procedure RCSAT-PR-012-02 and may be superseded by the use of other appropriate staffing procedure, as necessary.

2.3. Employees of the school (and ex-employees who wish to raise an issue relating to their former employment) should raise concerns via the internal Allegations against Staff procedure, RCSAT-PR-012-02.

2.4. Complaints about the aggressive or inappropriate behaviour of parents/carers or visitors to the school shall be referred to the Principal and dealt with under procedure RCSAT-PR-012-01.

3. Additional Advice

3.1. Advice on the operation of the procedure is available from the Governance and Liaison Service, who may also seek the advice and/or involvement of other Local Authority (LA) officers as appropriate, via the current agreement which the service has with schools. Such requests should be made via the Governance and Liaison Service.

3.2. For church schools, advice may also be sought from the appropriate Diocesan Officer; in these circumstances the LA and Diocesan Officers would seek to collaborate over the resolution of the complaint. The role of the Diocesan Officer will be particularly important in any complaint which relates to the faith aspect of the school or to the delivery of Religious Education.