



# BLESSED TRINITY COLLEGE

COMPLAINTS POLICY

SEPTEMBER 2024

## **COMPLAINTS PROCEDURE – POLICY STATEMENT**

In Blessed Trinity College, we are committed to listening to feedback regarding our service. We use this information, wherever possible, to help maintain and improve our service. We encourage and welcome all comments and views, both positive and negative.

This policy is designed to establish a clear mechanism for the resolution of complaints which can be verbal, written, taped or e-mailed. Our complaints policy is outlined below.

### **AIMS**

Our complaints procedure aims to:

- provide an efficient and thorough system through which issues are effectively addressed;
- facilitate the school in providing the best possible service for its students and the local community;
- provide a simple, timely and accessible service that respects confidentiality;
- be courteous and respectful;
- address issues arising from complaints in a fair and honest manner, within the timescales set out;
- treat individuals and groups with openness, equality, and inclusiveness;
- keep people informed of progress and the final outcome of the issue(s) raised.

These procedures do not replace or supplement other established procedures and/or appeal mechanisms in such areas as Child Protection, Special Education, Admissions, Suspensions and Expulsions etc.

In addition, where it becomes evident at an early stage that the nature of your complaint may give rise to future disciplinary action, these procedures will be set aside in favour of other established Disciplinary Procedures.

We are not able to deal with anonymous complaints, and therefore these procedures do not provide for a resolution of anonymous complaints, except for the referral of child protection concerns following the appropriate Child Protection procedures and guidelines.

## **WHAT TO EXPECT UNDER THESE PROCEDURES**

### **YOUR RIGHTS AS A PERSON MAKING A COMPLAINT**

In dealing with your complaint, we will ensure that you receive:

- fair treatment;
- courtesy;
- a timely response;
- accurate advice;
- respect for your privacy – concerns will be treated as confidentially as possible, allowing for the possibility that we may have to consult with other appropriate agencies about your complaint;
- reasons for our decisions.

**Where there are grounds to your complaint**, we will acknowledge this, and address the issue(s) you have raised. Similarly, we will ensure that you are clearly advised where we believe that there are no grounds to your complaint.

### **YOUR RESPONSIBILITIES AS A PERSON MAKING A COMPLAINT**

In raising an issue, we would expect that you:

- raise issues in a timely manner;
- treat our staff as professionals, in a non-threatening manner, with respect and courtesy;
- provide accurate and concise information in relation to the issue you raise;
- use these procedures fully, and engage with them at the appropriate levels.

**In addition, we would expect that you have reasonable grounds for making a complaint, and are not seeking to invoke these or other procedures as a means of dealing with issues that should be more appropriately dealt with, through our well-established systems (reference flowchart on last page).**

## MAKING A COMPLAINT

### **STAGE 1 - INFORMAL - SPEAKING WITH THE HOY /AHOY CONCERNED**

In the first instance, a complaint or concern should normally be referred verbally to the **Head of Year (HoY) / Assistant Head of Year (AHOY)** concerned, so that they may be allowed an opportunity to address the issue, on behalf of the parent/student; as in many instances, these can arise through a simple misunderstanding. You should observe the school's existing protocols for arranging and conducting such approaches or meetings.

This approach would not prevent you from choosing to enter the process at a later stage, if you believe that to be an appropriate course of action.

### **STAGE 2 - INFORMAL - SPEAKING WITH THE APPROPRIATE MEMBER OF SENIOR LEADERSHIP**

If your complaint remains unresolved following Stage 1 outlined above, you should arrange a meeting with the appropriate **Assistant Vice Principal (AVP)** to discuss the issue with him/her. You should let the AVP know in advance the nature of your concerns, so that he/she can prepare for the meeting.

In some circumstances, the AVP may not be able to deal effectively with your concerns immediately; he/she will require some time over which to investigate and prepare a proper response. If further time is required, you will be informed accordingly.

Failing to resolve a complaint working with the appropriate AVP, this matter should then be referred to the appropriate **Vice Principal** who will work with you to resolve the issue(s) identified. You should arrange a meeting with the Vice Principal to discuss the issue with him/her. You should let the Vice Principal know in advance the nature of your concerns, so that he/she can prepare for the meeting.

As previously highlighted above, the Vice Principal may require some time over which to investigate and prepare a proper response. If further time is required, you will be informed accordingly.

If your complaint continues to remain unresolved you should arrange a meeting with the **Principal** to discuss the issue with him/her. You should let the Principal know in advance the nature of your concerns so that he/she can prepare for the meeting.

If you have concerns relating to the Principal, you should arrange a meeting with him/her to discuss the issues, as at Stage 1.

In some circumstances, the Principal will not be able to deal effectively with your concerns immediately and he/she will require some time over which to investigate and prepare a proper response. If further time is required, you will be informed accordingly.

### **STAGE 3 - FORMAL - WRITING TO THE PRINCIPAL**

Sometimes it may not be possible for you to have your complaint resolved at source through the informal routes proposed at Stages 1 and 2, or indeed it might be more appropriate to initiate the procedures at this stage. Your written complaint should be as concise as possible, and should address specifically the issue or issues that are of immediate concern to you.

You will receive a written acknowledgement of your letter within 10 working days. This will confirm that your letter has been received, and either;

- provide a response to the issues you raised; OR
- indicate that your concerns are being fully investigated and the associated timeframe - a maximum of 20 working days in normal circumstances from the date on which your letter was received - against which you can expect a response to be issued.

### **STAGE 4 - FORMAL – IN WRITING TO GOVERNOR SUB-COMMITTEE**

If you still believe that your complaint has not been dealt with in a satisfactory manner, you may write to the Chairperson of Board of Governors. The Chairperson will be responsible for bringing your complaint to a Governors' Sub-Committee, which will investigate and respond to your complaint. Your written complaint should be as concise as possible, and should address specifically the issue or issues that are of immediate concern to you.

However, where it is evident that the nature of your complaint may give rise to future disciplinary action, these procedures will be set aside in favour of other established Disciplinary Procedures which may subsequently involve Governors at another level.

You will receive a written acknowledgement of your letter within 10 working days. This will confirm that your letter has been received, and;

- provide a response to the issues you raised; OR
- indicate that your concerns are being fully investigated and the associated timeframe – a maximum of 25 working days in normal circumstances from the date on which your written complaint was received - against which you can expect a response to be issued; OR
- indicate a date, time, and place for you to attend a meeting with the Sub-Committee, where your concerns will be discussed in full. If this meeting is required, it will take place within 20 working days in normal circumstances from the date on which your written complaint was received, and you should expect a written response within a further 10 working days of the meeting having been held.

## **APPEALS PROCESS – FULL BOARD OF GOVERNORS**

Finally, if you still believe that your complaint has not been addressed, you may write to the Chairperson of Board of Governors requesting that you are permitted to meet with the full Board of Governors to appeal the outcome(s). The Chairperson will be responsible for ensuring that you are invited to the next suitable scheduled meeting of Governors, where your appeal will be heard. Your written request should be as concise as possible and set out specifically the grounds for your appeal.

Again, where it is evident that the nature of your complaint may give rise to future disciplinary action, these procedures will be set aside in favour of other established Disciplinary Procedures which may subsequently involve Governors at another level.

You will receive a written acknowledgement of your letter within 10 working days. This will confirm that your letter has been received and provide you with the date and time of the meeting at which you will have an opportunity to discuss your concerns. Since this process is consultative in nature, and not adversarial, a complainant will not have the right to be accompanied or represented by any other person, unless it is deemed appropriate by the Board of Governors. In normal circumstances, this meeting will take place within 30 working days of your appeal request having been received.

Following this meeting, and within 10 working days of the meeting, you should expect a final written response. This will indicate the Governors' findings, their recommendations, and the reasons supporting their decisions.

## **RECORD KEEPING**

The appropriate member of the Senior Leadership Team shall maintain a record of all correspondence, conversations and meetings concerning your complaint (as per the stage of complaints process). These records shall be held confidentially in the school, and shall be kept apart from student records. All such records will be destroyed 5 years after the date of the last correspondence relating to the issue.

Our responses will be in plain English, and we will attempt to address all the points and issues raised.

If you do not respond within a reasonable time (10 working days) to the outcome of an investigation into your comment /complaint, we will assume that you are satisfied and do not require us to take further action.

This procedure does not provide a role for any other statutory or non-statutory body.

# HANDLING COMPLAINTS IN CATHOLIC MAINTAINED SCHOOLS

## FLOW CHART

