

## DOES THE PROCEDURE DEAL WITH EVERY COMPLAINT?

No – just with complaints about matters under the control of the college. Complaints about Essex Local Authority services, including transport, should go to the LA department involved.

In the case of a very serious complaint against any member of staff you should contact the Principal directly. In the case of a very serious complaint against the Principal you should contact the Chair of Governors

**WE WOULD BE EQUALLY PLEASED TO HEAR FROM YOU WHEN WE GET IT RIGHT**

## YOUR IDEAS ARE MOST WELCOME

Parents are welcome to suggest how we may improve on this information; or if we have missed anything please let us know.

## COMPLIMENTS PROCEDURE

As a college community we pride ourselves on the way we acknowledge success, hard work, good behaviour and service to the community undertaken by our students. In addition to our Annual Prizegiving, we have regular award ceremonies to recognise positive aspects of college life. These aspects are also celebrated in assemblies and in the weekly newsletter.

We also like to give positive recognition and praise to adult members of the college community who provide quality service. Copies of letters of thanks are displayed on the staffroom notice board. These may also be used in the selection of staff for awards such as the annual teacher awards.

## WHAT IS A LETTER OF THANKS?

A letter of thanks is any written communication to the college which recognises the positive impact of individuals and their contribution to student or college success.

## COLLEGE CONTACTS

You may find the following names and telephone numbers useful:

College telephone number: 01206 549222

e-mail address: [admin@stbenedicts.essex.sch.uk](mailto:admin@stbenedicts.essex.sch.uk)

website [www.stbenedicts.essex.sch.uk](http://www.stbenedicts.essex.sch.uk)

address: St Benedict's Catholic College,  
Norman Way,  
Colchester,  
CO3 3US

## SENIOR LEADERSHIP TEAM

<b>Principal</b>	<b>Mrs J E Santinelli</b>
<b>Vice Principal</b>	<b>Mr J Callaghan</b>
<b>Assistant Principal</b>	<b>Mr P Cretu</b>
<b>Assistant Principal</b>	<b>Mrs M Davis</b>
<b>Assistant Principal</b>	<b>Mr R Radley</b>
<b>SENDCo</b>	<b>Miss E Smale</b>
<b>Business Manager</b>	<b>Mr C Brown</b>

If you wish to make an appointment with the Principal or a member of the senior leadership team, please contact Miss T Crawford, PA to the Principal.

e-mail address: [t.crawford@stbenedicts.essex.sch.uk](mailto:t.crawford@stbenedicts.essex.sch.uk)  
telephone: 01206 516842

The Chair of Governors may be contacted in confidence by letter c/o the College (as above) by e-mail: [m.moriarty@stbenedicts.essex.sch.uk](mailto:m.moriarty@stbenedicts.essex.sch.uk)  
telephone: 01206 549222



**St Benedict's  
Catholic  
College**

**Complaints,  
Concerns and  
Compliments**

**If you are not happy then  
neither are we.**

**If it has gone wrong then we  
want to put it right .**

***We would of course be equally  
pleased to hear from you when  
we get it right.***

As a college we aim to give a first class service to our students, their parents, the local church and the wider community. We like to have feedback from these various constituencies and welcome your comments. It is nice to be praised when we do things particularly well. It is equally important that we are told whenever the quality of our service does not measure up to what you consider to be good service.

### WHAT IS THE DIFFERENCE BETWEEN A CONCERN AND A COMPLAINT?

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A "complaint" may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'

### WHAT MIGHT A COMPLAINT BE ABOUT?

- absence (authorised/unauthorised)
- detentions and other consequences
- homework: too much or too little of it
- issues on the Health and Safety of your child
- missing property: the college's perspective on this issue
- Parents' evenings
- unfair treatment of your child as you or your child perceives it
- your child's academic/social progress
- your child's relationship with teachers or other staff
- your child's relationship with other students (including bullying)
- any situation which causes you or your child concern

### WHAT DO I DO IF I HAVE A CONCERN ?

Tell a member of staff. Preferably speak with the member of staff most knowledgeable of the facts of the matter.

We aim to be open and responsive. We want to listen to your worries. We also welcome suggestions about ways to improve our work.

## IF YOU ARE NOT HAPPY THEN NEITHER ARE WE

### HOW TO RAISE A CONCERN

- by email
- by telephone
- by letter

We discourage parents from arriving at the college without an appointment, as the person they wish to see may be unavailable. If this happens we do, of course, try to ensure that a senior member of staff responds to your immediate concerns and makes arrangements for you to be contacted by the appropriate person as soon as is possible.

### WHO TO CONTACT

Depending on the situation, issues relating to form groups or general academic considerations will progress up the line-management system as follows:

- to your child's form tutor
- to your child's pastoral or academic lead
- to a member of the senior leadership team
- to the principal

Special academic considerations progress in somewhat similar way:

- to the form teacher
- to the subject teacher
- to the head of department
- to a member of the senior leadership team
- to the Principal

We shall endeavour to deal with all issues at the appropriate level but if you are not satisfied with the response please contact the member of staff at the next level.

## IF IT HAS GONE WRONG THEN WE WANT TO PUT IT RIGHT

## THE COMPLAINTS PROCEDURE

Before making a formal complaint, you should raise a concern by contacting staff at the appropriate level in College as described in the previous paragraphs

### WHAT DO I DO IF I FEEL MY CONCERN HAS NOT BEEN RESOLVED?

If your concern has not been resolved, the process will continue to stage 1.

Stage 1 is when formal complaints are considered by the Principal or the Chair of Governors (if the complaint is about the Principal).

### WHAT HAPPENS WHEN I FORMALLY REGISTER MY COMPLAINT?

The Principal will appoint a senior member of staff to investigate the matter. He or she will talk to everyone concerned and make a report to the Principal. You will receive a written reply.

### HOW LONG DOES IT TAKE TO HAVE A COMPLAINT RESOLVED?

Although we aim to respond to any complaint on the day we receive it, complainants should be aware that some issues by nature of their complexity could take longer to investigate and resolve. The college leadership will endeavour to resolve any complaint as speedily as possible.

If your complaint remains unresolved after it has been considered by the Principal you may contact the Governing Body to continue to stage 2.

Stage 2 involves a review of the complaint by a panel of governors. This is the final resort at College level.

If you are not satisfied with the decision of the Governors then you may contact:

1. The Diocese of Brentwood (in respect of a complaint regarding a matter of religious ethos)
2. Essex County Council (where applicable)
3. OFSTED (whole school issues)
4. Department for Education