

St Benedict's Catholic College



College Complaints Policy

Date reviewed	September 2024
Date of next review	September 2025

1. This policy statement sets out the College's approach to dealing with concerns and complaints. Further details of how we handle them are contained in our Concerns and Compliments Leaflet and are in our detailed Complaints Procedure document, both of which are available on our website.
2. We value good home/College relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.
3. We welcome feedback on what parents/carers and others feel we do well, or not so well, as a College. We will consider carefully all feedback, whether positive or negative.
4. We will treat all concerns and complaints seriously and courteously and will advise parents/carers and others of the College's procedures for dealing with their concerns. In return, we expect parents/carers and other complainants to behave respectfully towards all members of the College community. In particular, any disagreement with the College should not be expressed inappropriately, in front of students, or shared publicly (for example on Social Media).
5. This Complaints Policy applies to all concerns and complaints of the parents/carers of students at the College, other than those involving child protection issues, or relating to admissions, exclusions and SEND, for which there are separate statutory procedures. Where a complaint is made against a member of staff, depending upon the nature and seriousness of the complaint, the matter may be dealt with under separate HR procedures which are strictly confidential, rather than under this Complaints Policy
6. We will try to resolve every concern, difficulty or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing the College's systems and procedures in the light of the matters raised. We will ask complainants to tell us what outcome they are seeking to resolve their complaint.
7. We recognise that a concern or difficulty which is not resolved quickly and fairly can soon become a cause of resentment, which can be damaging to the relationship between the College and the parent/carer and student, and can also have a detrimental effect upon the College's ethos and culture. Parents/carers and students should never feel – or be made to feel – that raising a concern, difficulty or complaint will adversely affect the student's future at the College, or place the student at a disadvantage in any way
8. All College staff and members of the governing body, will receive a copy of this policy statement and will be familiar with the College's procedures for dealing with concerns and complaints, to which they will have access as required. This policy is available on the College's website.
9. The College's procedures will be reviewed regularly and updated as necessary.
10. Staff and governors will receive training in handling concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups.
11. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our option to close a complaint once all the stages of the College's procedures have been exhausted, if this appears to be appropriate.
12. The government, local authority and diocese advocate resolution of concerns and complaints at College level wherever possible, in the interests of maintaining good home/College relations.