



The Federation of St Mary's Catholic Schools

“As the Family of Jesus, we love and learn together”

Concerns and Complaints

St Mary's aim to offer a high quality, efficient and accessible extended schools service to all parents and their children.

The way that we work and the service offered is reviewed regularly by staff. From time to time however a parent or child may feel that they have a complaint or concern against some aspect of our club. Usually it should be possible to resolve any problems as soon as they occur by speaking to a member of extended schools staff. If not, then you should follow the formal complaints procedure set out below.

Stage One

- 1) Put your complaint in writing addressed to Ms Edge. Full details along with names and dates should be included as well as information about your concern/complaint.
- 2) We will acknowledge your complaint as soon as possible and fully investigate the matter within fourteen days. If there is any delay, we will advise you of the reasons. We will keep you up to date with what is happening and give you a full reply within 28 days.

The response you receive will be copied to the staff members concerned, if applicable, with recommendations for any action to be taken and the matter reported to the schools senior leadership team. If you are not satisfied with the outcome you can request that the matter is referred to the next stage.

Stage Two

The complaint will be referred to the schools senior leadership team who will investigate the concern/complaint.

You will receive a written reply within four weeks outlining how the matter was investigated and detailing the outcome.