



Introduction

The school believes that all students, parents and visitors have the right to receive a high quality service and should be treated with respect at all times.

Communication between the school, families and other stakeholders is very important for the success of the students at Mary Immaculate.

We aim to be accountable and accessible and endeavour to ensure that

- standards of teaching and learning are high;
- students are able to feel safe in school ;
- staff follow the guidelines set out in the school's policy statements; and
- parents and visitors feel welcome and confident that the school will resolve all issues.

If you feel that these expectations have not been met then please follow the procedures set out in this document, as they are designed to allow you to follow up issues with the relevant department so that matters may be resolved satisfactorily.

RESPONSE DIAGRAM

Key

- A** – Matters regarding the learning and teaching in an individual lesson;
- B** – Matters regarding a number of lessons or an issue arising outside of lessons; and
- C** – Matters regarding administration or premises issue.

STEP	A	B	C
1 & 2	SUBJECT TEACHER ↓	FORM TUTOR ↓	RELEVANT MEMBER OF SUPPORT STAFF ↓
3	HEAD OF DEPARTMENT ↓	HEAD OF YEAR ↓	LINE MANAGER ↓
4	HEAD OF FACULTY /SENIOR LEADER AND LINE MANAGER ↓	PASTORAL PROGRESS LEADER/ SENIOR LEADER (PASTORAL – KS3 OR 4) ↓	BUSINESS MANAGER ↓
5	HEADTEACHER ↓	HEADTEACHER ↓	HEADTEACHER ↓
6	CHAIR OF GOVERNORS	CHAIR OF GOVERNORS	CHAIR OF GOVERNORS

PROCEDURE

Step 1 – Informal discussion

The most effective way to get an issue resolved is for the student, parent or visitor to discuss it with a member of staff at the time of the event or as soon as possible thereafter. Members of staff can be contacted by email and/or telephone (unless they are busy teaching when messages can be left on their voicemail service) and an appointment made to discuss the issue.

Step 2 – Formal Action

If you feel the matter has not been resolved through discussion, the next step is to write formally to the subject teacher or tutor with whom you have previously discussed the matter.

You will be contacted within 2 working days of receipt of your correspondence, to acknowledge receipt and to give you an indication of the time scale required to investigate the issue. Once the investigation is complete, the school will communicate with you the findings and any action that has been or will be taken.

Step 3 – Contacting a Head of Department, a Head of Year or Line Manager

If you feel that the complaint has not been resolved or if you feel the outcome has not been satisfactory you will, at this stage, need to contact either the relevant Head of Department, Head of Year or Line Manager who is to become involved (please refer to the response diagram). Please make him/her aware of the details as to why you remain dissatisfied.

He/she will review all previous communication and will undertake further investigation. You will be contacted within 5 working days; this may be a final response or an indication of whether more time may be required to resolve the matter.

Step 4 – Contacting a Head of Faculty, Pastoral Raising Standards Leader, Assistant Head, Deputy Head or the Business Manager

In the event of further action being required the appropriate person should be contacted according to the response diagram. Please be clear that you have already carried out steps 1-3.

All previous correspondence, processes and investigations will be reviewed. You will be contacted within 7 working days of receipt of your correspondence; this may be a final response or an indication that more time is required to resolve the matter.

Step 5 – Headteacher

If the matter remains unresolved at this stage then please contact the Headteacher. All previous communication will be passed on; you will be contacted within 7 working days of your contact with him.

Step 6 – Chair of the Governing Body

If you feel further action is required you will need to put your case in writing to the Chair of the School's Governing Body. He/she is responsible for ensuring that the school's aims and policies are followed. You should write to the Chairman of Governors, through the Clerk to the Governors, at Mary Immaculate High School. You will receive a response within 15 working days of receipt of your letter.

Monitoring and Evaluation

The Governing Body via the Leadership Team is responsible for monitoring incidents and for making sure that issues and complaint are dealt with promptly and in accordance with this policy. They are also responsible for reviewing this policy to ensure that it is addressing the needs of our parents/guardians or visitors or on an annual basis.

Reviewed: December 2017

Policy Review Date: December 2018