

Our Lady's RC Primary School



Addendum to the School Compliments & Complaints Policy


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Person Responsible	Headteacher
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Signed:  (Person Responsible)

Date: 6.9.2021

Signed:  (Headteacher)

Date: 6.09.2021

Signed:  (Chair/Governor)

Date: 6.09.2021



"Learning and loving together; we grow with Jesus"

Our Core Values

During Summer 2020 workshops, we revisited both our Mission Statement and Core Values. This involved everyone in discussion, reflection and prayer about the values, Mission and Aims of our Catholic school. There was a calling to all to re-commit to our purpose and to work together to understand our roles and responsibilities as part of Our Lady's



During the workshops, the feedback from parents, and the views expressed by the children during sessions played a prominent role in the decisions we made.

Our Mission Statement is:

"Learning and loving together; we grow with Jesus"

The Core Values that provide the foundation for that Mission are:

Faithful

Positive

Safe

Nurturing

Forgiving

Fair

Respectful

Honest

NURTURE

The School's six nurturing principles sum up our practice and theory. They underpin the context, organisation and curriculum.

1. Children's learning is understood developmentally
2. The classroom offers a safe base
3. the importance of nurture for the development of wellbeing
4. Language as a vital means of communication
5. All behaviour is communication
6. The importance of transition in children's lives



Our Mission is represented by this design. As with the statement itself, the logo was developed by all stakeholders, with the children in particular providing the symbolic ideas of growth – the tree, love – the hearts and Christ – the Cross

Our Lady's R.C. Primary School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. During the Covid-19 pandemic the governing board of Our Lady's school have agreed that alternative arrangements may be required to safely progress complaints through the various stages of the school complaints policy

Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. At this time due to COVID restraints, this may be by letter, by telephone, or email. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage. In the case of serious concerns, it may be appropriate to address them directly to the Head Teacher (or to the Chair of the governing body, if the complaint is about the Head Teacher). If you are uncertain about who to contact, please seek advice from the school office or the Clerk to the governing body

Formal Stage 1

If the Headteacher wishes to seek clarification of the complaint from the complainant, but considers it inadvisable to invite "visitors" to school due to the pandemic, an alternative method of communication may be considered. This may include convening a "virtual" meeting or a telephone call.

When making their response at Stage 1, the Headteacher should request if the complainant wishes to escalate their complaint to Stage 2, they should contact the clerk by email and provide the email address of the clerk.

Formal Stage 2

During any period in which corona virus restrictions are in place the governing board may choose to convene the hearing by remote access. When making this decision governors and Trustees must consider the needs of the complainant (as far as this is possible) and the latest public health guidance (including the [guidance for full opening of schools](#))

When deciding to hold a hearing "remotely" the governing board must ensure that:

- all the participants agree to the use of remote access
- all the participants have access to the technology which will allow them to hear and speak throughout the meeting, and to see and be seen,
- all the participants will be able to put across their point of view or fulfil their function
- the meeting can be held fairly and transparently via remote access

Arranging a remote access meeting

When the governing board have determined that a "remote" hearing should be held the Clerk will explain the technology the Board propose to use to the complainant and should ensure that the complainant is in agreement with this. If the complainant does not agree to a meeting being held via remote access the complainant should be made aware that the hearing is likely to be delayed.

Governing boards, must comply with relevant equalities legislation and recognise that some participants may find it difficult to participate in a remote access meeting (for example, if someone has a disability or if English is not their first language).

Running the meeting

When a meeting is held via remote access, every effort should be made by the Chair to check the complainant understand the proceedings and can engage with them, to ensure the meeting is conducted fairly.

If, once the meeting starts, the meeting cannot proceed fairly (for example, because a complainant cannot access the meeting), the governing board should adjourn the meeting.

The use of remote access does not alter other procedural requirements for complaints hearings. Parents may bring a friend or representative, as normal.

To help meetings run smoothly and ensure they are accessible for all parties the Clerk should:

- provide clear instructions to parties about how to join the meeting virtually, and distribute the relevant papers in a timely manner ahead of the meeting
- ensure the chair is prepared to explain the agenda at the start of the meeting, and to provide clear guidance on how the meeting will be run, for example:
 - how participants should indicate they wish to speak
 - how any 'chat' functions should be used
 - whether there will be any breaks in proceedings
- consider holding a pre-meeting with attendees to check that the available technology is suitable, and all participants understand how to access the meeting