



Student's Complaints Procedure Policy

St Mary Magdalene Academy is a Christian community of learning. We aim to nurture young people to become high achievers and to discover their vocation in the global society.

“Show by a good life that your works are done by gentleness born of wisdom”
James 3.13

The St Mary Magdalene Academy takes pride in the provision of a professional and high quality standard of service to its stakeholders (students, parents/carers and those who work with the Academy).

If however you have any concerns we would recommend that they be brought to our notice as quickly as possible to enable us to resolve the matter.

It is the policy of the St Mary Magdalene Academy to try to resolve issues promptly through informal discussion with the Principal or relevant member of staff.

Adopted

PROCEDURE

Any student problem or concern should be raised promptly with the Head of House or member of staff responsible for the area or action you are concerned about.

If your concern is more serious you may prefer to make an appointment to discuss it with a senior member of staff.

Stage 1 Informal (Teacher or Head of House)

We expect all our staff to be able to respond to general concerns expressed by students. It may be that you want to talk to a Teacher, Learning Mentor or Head of House. Please feel able to contact them by phone, letter or in person and expect them to respond to you within three working days. A particular member of staff may not be able to see you immediately but will arrange a meeting at an appropriate time.

Stage 2 (Principal)

If you are dissatisfied with the response of the member of staff then you may wish to put your concerns in writing to the Principal as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. The Principal (or his representative) will investigate the complaint and provide a written response. This will normally be within 10 school days of the receipt of your letter by the Academy, but you will be kept informed if, for example, more time is needed to complete the investigation.

If your original concern was about an action by the Principal personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the Chair of Governors (stage 3).

Stage 3 (Chair of Governors)

If you are not satisfied with the Principal's (or his representatives response) response, you may contact the Chair of Governors. The Chair's name, and how to contact him/her, is available from the Academy's Administration office.

The Chair will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the Principal. At the end of this stage the Chair will provide you with a written response. This will normally be within 10 school days from

the receipt of your complaint by the Academy, but you will be kept informed if more time is needed.

Stage 4: Governors' Panel

If you are not satisfied with the Chair's response at the end of stage 3, the complaint can be referred to the governing body by writing to the Chair or clerk to the governing body. The governing body will ask a small panel of governors to investigate your complaint. This will normally be arranged within fifteen school days of your complaint being received by the Academy, depending on the availability of all concerned. You may be invited to speak to the panel at a meeting and be accompanied by a friend or representative. After the meeting you will be advised of the outcome in writing. This will normally be within 10 school days of the meeting.

The St Mary Magdalene Academy is an Independent School; therefore the decision of the Governors' Panel is the last step in the procedure.

Complaints against Academy staff

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under the Academy's disciplinary procedure for employees, rather than the complaint procedure. You will be advised if these procedures are to be used in dealing with your complaint.

Contact Details

Academy Office	Mrs Sylvia Lefever-Jones – 020 7697 0123
Chair of Governors	Canon Lucy Winkett - 020 7697 0123
Clerk to the Governors	Irene Ayeh - 020 7697 0123

Signed: _____
(Principal)

Date: _____

Signed: _____
(Chair of Governors)

Date: _____