The All Saints' Trust

COMPLAINTS PROCEDURE

In a Catholic Academy Trust parental/carers concerns are of particular importance. As the first educators of their children, parents/carers have a duty to take an active interest in their school. "Since parents have given children their life, they are bound by the most serious obligation to educate their offspring." (*Gravissimum Educationis*). To this end, "there must be the closest co-operation between parents/carers and the teachers to whom they entrust their children to be educated. In fulfilling their task, teachers are to collaborate closely with the parents and willingly listen to them." (Can.796). Dealing with parental/carer concerns is an intrinsic part of the Trust's ethos and mission and we would encourage parents to contact the academy their child attends in the first instance to discuss any concerns.

The All Saints' Trust Complaints Procedure operates across all of the schools within the Academy Trust. This document sets out the Trust's approach to dealing with complaints and a step-by-step guide on how concerns or complaints will be handled, each school website will have a link to the procedure. This Complaints Procedure applies to all concerns and complaints of the parents of students at a school within the Trust, other than those involving child protection issues, or relating to admissions, suspensions and permanent exclusions and Whistleblowing, 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 Procedure.

Please see below for a link to the Diocese of Westminster School Complaints Procedure:

Complaints Procedure