



How to raise a concern

On a day to day basis many decisions are made to ensure we are providing the best education for all pupils in a safe environment. Such decisions take into account the needs of all pupils at St Catherine's.

There may be occasions when you have a concern about your child's education or wellbeing whilst a pupil at St Catherine's.

Please help us to consider your concern and attempt resolution in the first instance by following the procedure outlined in our Complaints Policy. Bypassing this procedure could result in a delay of your concerns being dealt with in the agreed timescale within the policy (summarised process and timescale below).

In the event you have a concern, you should bring this to the attention of the **class teacher** in the first instance who will listen to your concerns and act accordingly. You will receive a response to your concern within **5 school days**.

Following a response from the **class teacher**, if your concern isn't resolved to your satisfaction, you can take this further by requesting a meeting with one of the **headteachers**. To request such a meeting you should contact the school office on the number below and speak to Mrs Catherall to make an appointment, or put your request in writing and hand in at the office. A meeting will be arranged within **10 school days** of the concern being registered – e.g. date of call/date of letter. St Catherine's has a complaints policy (approved by the governing body) which details the process:

Informal (class teacher)

Stage 1 (headteacher)

Stage 2 (formal hearing convened by a panel of impartial governors). Please request a copy of the formal complaints form from the school office for completion. The completed form should be placed in a sealed envelope and sent to the school **FAO Chair of Governors – Urgent (to be opened by addressee only)**.

The **Complaints policy** is available on request from the school office – 01992 463214 or email admin@stcaths.herts.sch.uk