



Compliments
Comments
Complaints

Blessed William Howard
Catholic High School

You may complete this for and return it to 'The Headteacher, Blessed William Howard High School, Stafford, ST17 9AB'

Name

Address

Child's name

Child's class

Do you wish to make a Compliment Comment or Complaint (please tick a box)

(If you have already tried to resolve your concern , please say briefly who has dealt with it)

Please briefly explain what you want us to know.

You may continue on a separate sheet if needed

Signature

Date

Catholic schools aim to be places where love of one's neighbour is obvious at all times.

One of the most important ways we can work towards this is by listening to our parents and carers, pupils and the parish community.

Compliments

If you are happy with our school please tell us. It is helpful to know when we are 'getting it right'. We will pass on your compliments to the people concerned.

Comments

Your comments and suggestions are welcomed and valued. We record the information you provide and will use it to improve our school

Complaints

All our staff have committed themselves to care for and help children in a way which is consistent with the Catholic ethos of our school.

Nevertheless, as in any organisation, parents or carers may from time to time have a concern.

If this happens, we would like to know, so that we have an opportunity to put things right and make sure that we learn from our mistakes.

The next column briefly outlines the complaints procedure.

The full procedure is available from the school office on request.

The Complaints Procedure

Initial concerns

Concerns ought to be handled, if at all possible, without the need for formal procedures. In most cases a staff member will receive the first approach as an expression of concern and it will be resolved.

Formal procedures only need to be used when initial attempts to resolve the issue are unsuccessful.

The member of staff who manages the school complaints procedure is known as the school's 'complaints coordinator'.

Our complaints coordinator is:
Mr. P Smith

Formal Procedures

Stage One

The complaint is heard by the complaints co-ordinator

Stage Two

The complaint is heard by the governors' complaints appeal panel

Stage Three

The conduct of the procedures may be investigated by the Diocese