

What should you do if you have any concerns or complaints?



St Catherine's Catholic School

St Catherine's Catholic School aims to provide an outstanding education for all students and welcomes feedback, particularly if it helps us to know what has gone well and what we need to do to improve.

In order to best support our students and their families, we request that you follow the guidelines below, if you have an issue you would like to raise with us.

Please let us know as soon as possible when there is a problem, and also please allow us adequate time to follow up on the issue(s) you have raised. We are happy to communicate with you by telephone, email, using video meetings and in person (when allowed), according to your request and will always respect your confidentiality.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke our formal [complaints policy](#). We take informal concerns very seriously and will make every effort to resolve the matter as quickly as possible.

Nature of issue											
	<table border="1"> <thead> <tr> <th>Academic</th> <th>Pastoral</th> </tr> </thead> <tbody> <tr> <td> 1 Contact the subject teacher and they will endeavour to resolve the problem. <i>If the concern is not resolved</i> </td> <td> Contact the Form Tutor and they will endeavour to resolve the problem. <i>If the concern is not resolved</i> </td> </tr> <tr> <td> 2 Contact the Head of Department <i>If the concern is not resolved</i> </td> <td> Contact the Head of Year <i>If the concern is not resolved</i> </td> </tr> <tr> <td> 3 Contact the Main Office and you will be referred to the appropriate Line Manager from the Senior Leadership Team. <i>If the concern is not resolved</i> </td> <td> Contact the Main Office and you will be referred to the Assistant Headteacher responsible for pastoral care. <i>If the concern is not resolved</i> </td> </tr> <tr> <td> 4 Contact the Headteacher's office and the next steps will be agreed with you. </td> <td> Contact the Headteacher's office and the next steps will be agreed with you. </td> </tr> </tbody> </table>	Academic	Pastoral	1 Contact the subject teacher and they will endeavour to resolve the problem. <i>If the concern is not resolved</i>	Contact the Form Tutor and they will endeavour to resolve the problem. <i>If the concern is not resolved</i>	2 Contact the Head of Department <i>If the concern is not resolved</i>	Contact the Head of Year <i>If the concern is not resolved</i>	3 Contact the Main Office and you will be referred to the appropriate Line Manager from the Senior Leadership Team. <i>If the concern is not resolved</i>	Contact the Main Office and you will be referred to the Assistant Headteacher responsible for pastoral care. <i>If the concern is not resolved</i>	4 Contact the Headteacher's office and the next steps will be agreed with you.	Contact the Headteacher's office and the next steps will be agreed with you.
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Safeguarding concerns or disclosures											
Any concerns or disclosures of a safeguarding nature should be shared as soon as possible with the Designated Child Protection Officer via StayingSafe@stccg.co.uk											
Very serious concerns or complaints											
If none of the steps listed above seem to apply to your particular case, please refer the matter directly to the Headteacher's office. The matter will then be delegated to an appropriate member of the Senior Leadership Team, or the Headteacher or Executive Headteacher will investigate and attempt to resolve the matter, as appropriate. Otherwise, please use the Formal Complaints Policy, which can be found here.											