

DOES THE PROCEDURE DEAL WITH EVERY COMPLAINT?

No – just with complaints about matters under the control of the college. Complaints about Essex Local Authority services, including transport, should go to the LA department involved.

In the case of a very serious complaint against any member of staff you should contact the Principal directly. In the case of a very serious complaint against the Principal you should contact the Chair of Governors.

COMPLAINTS PROCEDURE

As a college community we pride ourselves on the way we acknowledge success, hard work, good behaviour and service to the community undertaken by our students. In addition to our Annual Prizegiving, we have regular award ceremonies to recognise positive aspects of college life. These aspects are also celebrated in assemblies and in the weekly newsletter.

We also like to give positive recognition and praise to adult members of the college community who provide quality service. Copies of letters of thanks are displayed on the staffroom notice board. These may also be used in the selection of staff for awards such as the annual teacher awards.

We would be equally pleased to hear from you when we get it right

WHAT IS A LETTER OF THANKS

A letter of thanks is any written communication to the college which recognises the positive impact of individuals and their contribution to student or college success.

YOUR IDEAS ARE MOST WELCOME

Parents are welcome to suggest how we may improve on this information; or if we have missed anything please let us know.

COLLEGE CONTACTS

E-mail

admin@stbenedicts.essex.sch.uk
complaints@stbenedicts.essex.sch.uk

Website

www.stbenedicts.essex.sch.uk

Telephone

01206 549222

SENIOR LEADERSHIP TEAM

Principal	Mrs J E Santinelli
Associate Principal	Mr J Callaghan
Assistant Principal	Mr P Cretu
Assistant Principal	Mrs M Davis
Assistant Principal	Mr G Muttock
SEND Co	Miss E Smale
Business Manager	Mr C Brown



St Benedict's Catholic College

Norman Way Colchester CO3 3US

Concerns, Complaints and Compliments

We welcome your feedback

If you are not happy then neither are we

If it has gone wrong then we want to put it right

We would of course be equally pleased to hear from you when we get it right

www.stbenedicts.essex.sch.uk

As a college we aim to give a first-class service to our students, their parents, the local church and the wider community. We welcome your comments. It is nice to be praised when we do things particularly well. It is equally important that we are told whenever the quality of our service does not measure up to what you consider to be good service.

WHAT IS THE DIFFERENCE BETWEEN A CONCERN AND A COMPLAINT?

A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.

A complaint may be generally defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.

WHAT MIGHT A CONCERN BE ABOUT?

- absence (authorised/unauthorised)
- detentions and other consequences
- home learning: too much or too little of it
- issues on the Health and Safety of your child
- missing property: the college’s perspective on this issue
- Parents’ evenings
- unfair treatment of your child as you or your child perceives it
- your child’s academic/social progress
- your child’s relationship with teachers or other staff
- your child’s relationship with other students (including bullying)
- any situation which causes you or your child concern

WHAT DO I DO IF I HAVE A CONCERN?

Tell a member of staff. Preferably speak with the member of staff most knowledgeable of the facts of the matter.

We aim to be open and responsive. We want to listen to your worries. We also welcome suggestions about ways to improve our work.

HOW TO RAISE A CONCERN

- by email
- by telephone

We discourage parents from arriving at the college without an appointment, as the person they wish to see may be unavailable. If this happens, we do, of course, try to ensure that a senior member of staff responds to your immediate concerns and makes arrangements for you to be contacted by the appropriate person as soon as is possible.

WHO TO CONTACT

Issues relating to form groups or general academic considerations progress up the line-management system as follows:

1. your child’s form tutor
2. your child’s pastoral or raising standards leader
3. a member of the senior leadership team
4. the Principal / Associate Principal

Special academic considerations progress in a similar way:

1. the form teacher
2. the subject teacher
3. the head of department
4. a member of the senior leadership team
5. the Principal / Associate Principal

Our website provides full details of our key contacts - www.stbenedicts.essex.sch.uk/parents-and-carers/who-to-contact

We shall endeavour to deal with all issues at the appropriate level but if you are not satisfied with the response please contact the member of staff at the next level.

THE COMPLAINTS PROCEDURE

Before making a formal complaint, you must raise a concern by contacting staff at the appropriate level as described earlier.

IF YOUR CONCERN HAS NOT BEEN RESOLVED

If your concern has not been resolved, please read the Parent Guide To School Complaints and the college’s Complaints Policy and Complaints Procedure, which can be found on our website – www.stbenedicts.essex.sch.uk/welcome/concerns-complaints-and-compliments/

Formal complaints must be made to the Principal (unless they are about the Principal) and sent by email to complaints@stbenedicts.essex.sch.uk using the template complaint form. A Microsoft Word version of the complaint forms can be downloaded from our website –

www.stbenedicts.essex.sch.uk/welcome/concerns-complaints-and-compliments/

HOW LONG DOES IT TAKE?

The Principal will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within three college days. Our Complaints Procedure provides full details.

STILL NOT SATISFIED?

If you are still dissatisfied with the outcome at stage 1, you can escalate your complaint to stage 2. Our Complaints Procedure provides full details.