The Headteacher and other staff at St. Anne's School are always happy to hear your views, comments, questions and concerns. This way, we can avoid any problem escalating into something more serious. Complaints are rare; however, all schools are required to have a complaints procedure in place.

At St. Anne's, we base ours on the Catholic DIOCESAN EDUCATION SERVICE and we follow its suggested policy and procedures.
Our policy sets out the school's approach to dealing with parental concerns and complaints. It also contains a form which you may find it helpful to use to submit your complaint.

We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned. We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.

We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.

The majority of concerns from parents, carers and others are handled under the following general procedures. The procedure is divided into three stages:

- **The informal stage** aims to resolve the concern through informal contact at the appropriate level in school.
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- **Stage one** is the first formal stage at which written complaints are considered by the head teacher or the designated governor, who has special responsibility for dealing with complaints.
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- **Stage two** is the next stage once stage one has been worked through. It involves a complaints appeal panel of governors.
  How each of these stages operates is explained in our policy.
  Read the Department for Education's guidance for schools on best practice.