

THE SACRED HEART LANGUAGE COLLEGE



COMPLAINTS POLICY

“Confident in God’s love for us, we commit ourselves to His service”

Readopted September 2025

POLICY STATEMENT

Each pupil in The Sacred Heart Language College is valued for the person she is and the unique contribution she has to make to our community. We recognise the importance of her family life, value the partnership between home and school and are privileged to have parents who work in full cooperation with us for the success of their daughters. Based on these solid foundations, trust, respect and mutual understanding of the role each has to play are developed between parents and teachers, who can thus work together to ensure that the girls make good progress. The professional work of the school for the good academic education of every pupil is rooted in the desire of all parents for the secure emotional development of their daughters.

However, the school acknowledges that at times this partnership may be called into question and that there may be difficulties which need to be addressed, and has, therefore, developed a clear policy for dealing with complaints from pupils and their parents.

In common with other schools under the Trusteeship of the Diocese of Westminster, the school follows clear procedures for complaints, which, though particular in detail for The Sacred Heart Language College, accord with the guidelines received from the Westminster Diocese Education Service.

(Please cross reference with the Diocese of Westminster guidelines, appendix 1).

COMPLAINTS PROCEDURE

IMPLEMENTATION

1. PUPILS

Pupils should make their complaint or difficulties known to a teacher in the following order:

- i. Form Tutor or Class Teacher
- ii. Director of Study or Head of Department
- iii. Deputy Headteacher
- iv. Headteacher

2. PARENTS

In many cases, a pupil will prefer to make her difficulty/complaint known to her parent(s) who may then wish to contact the school. In the first instance, and, in the vast majority of cases, the first point of contact should be the Form Tutor. This should be done via the Link Book or a note to be seen and dealt with by the Form Tutor.

Where difficulties persist, parents should contact the Director of Study attached to a particular Year Group.

Any unresolved problems or difficulties may be addressed to a member of the Senior Leadership Team. To do this parents may contact the school, by telephone or by letter, for an appointment to discuss concerns or difficulties.

Should there be unresolved issues after this, parents may ask for an appointment with the Headteacher.

Any concerns regarding an individual teacher should be addressed to the Headteacher.

3. EXCEPTIONAL CIRCUMSTANCES

In exceptional circumstances, where all these procedures have been followed, but there are still unresolved concerns, the parent(s) should make their complaint(s) known to the Governors in writing and addressed to the Chair of Governors at The Sacred Heart Language College

Please note that The Sacred Heart Language College is a Voluntary Aided school. Any complaints made to the L.E.A. will automatically be referred back to the school.

Policy Readopted:

September 2021



Maria Barrett
Chair of Governors

Policy Readopted:

30th September 2022



Maria Barrett
Chair of Governors

Policy Readopted:

29/09/2023



Eva Fiorenzo
Chair of Governors

Policy Readopted:

26/09/2024



Eva Fiorenzo
Chair of Governors

Policy Readopted:

25/09/25



Eva Fiorenzo
Chair of Governors