



Complaints Policy & Procedure Statement (Parents, Carers, Community)

Introduction

We believe that our Academy provides an outstanding education for all our children and that the Executive Principal and other staff work very hard to build positive relationships with all parents and carers. However, the Academy is obliged to have procedures in place in case there are complaints by parents, carers or community members. The following policy sets out the procedure that the Academy follows in such cases. This policy is written to support our obligations and duties in relation to section 29 of the Education Act 2002. The school follows the Best Practice Advice for School Complaints Procedures 2016.

Aims and Objectives

Our Academy aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and in all cases, we put the interest of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

The Complaints Process

If a parent is concerned about anything to do with the education that we are providing at our Academy, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers and staff work very hard to ensure that each child is happy at Academy, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important.' A complaint may be generally defined as 'an expression of dissatisfaction, however made, about actions taken or lack of action.' It is in everyone's interest that complaints are resolved at the earliest possible stage.

Where a parent feels that a situation has not been resolved through contact with the class teacher or associated staff, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head of Academy or Executive Principal. The Executive Principal considers any such complaint very seriously and investigates each case thoroughly. The vast majority of complaints are normally resolved at this stage.

Should a parent have a complaint against the Executive Principal, or the way in which a complaint has been managed, s/he should first make an informal approach to the chair of the governing body via the school office email or website, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through dialogue with the Academy, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.



Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint and how the Academy has handled it so far. The parent should send this written complaint to the Chair of Governors via the Academy office.

The governing body will make all possible attempts to consider all written complaints within three weeks of receipt. It may be heard by a group or one Governor. It may arrange a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The Academy will give the complainant at least three days' notice of the meeting but will do its utmost to accommodate a mutually agreeable time.

After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. If the decision is not to the parents' satisfaction they may appeal to the Governing body in writing within 10 days. If the complaint reaches this point a Governor or group of Governors (up to 3) will review the complaint and outcomes. They will then write to the parents with their findings. They will either uphold the original decision or may come to an alternative conclusion. The Governors involved will attempt to do this within three weeks of receipt of the appeal.

If the complaint is not resolved at this point, a parent may make representation to the DfE. Further information about this process is available from the Academy or from the DfE website www.gov.uk.

Third Party Providers

Third party providers offering community facilities or services through the school premises or using school facilities must have their own complaints procedure in place.

Timeframe

The school will not consider any complaints after a three month period unless exceptional circumstances deem this appropriate.

Serial and Persistent Complaints

There will be occasions when despite all stages of the complaints procedure having been followed the complainant remains dissatisfied. It is poor use of the Academy's time and resources to reply to repeated letters, emails or phone calls making substantially the same point.

In these circumstances the Chair of Governors can inform the complainant that the complaints procedure has been completed and that the matter is now closed.

If the complainant contacts the school again on the same issue then the correspondence may be viewed as 'serial' or 'persistent' and the school may choose not to respond. This can only be the case once the complaint procedures have been completed.



Monitoring and Review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly.

Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to parents on the school website, so that they can be properly informed about the complaints process.

The Governing Body approved this policy on date: **24th November 2017**

Signed:

Chair of Governors

Signed:

Executive Principal