



COMPLAINTS POLICY AND PROCEDURES

This Policy was originally created in January 2008 and this issue was released in:	October 2010
It was ratified by the Board of Directors on :	6 December 2010
This policy will be reviewed in:	Autumn Term 2012
This policy will be reviewed by:	Curriculum, Student Affairs and Parental Engagement Committee

COMPLAINTS POLICY AND PROCEDURES

POLICY

- 1 **Aim:** The aim of this policy is to ensure that a complaint (should cause arise) is handled sympathetically, efficiently and at the appropriate level, and resolved as soon as possible. Doing so is:
 - 1.1 good for relationships
 - 1.2 good education practice
 - 1.3 good business practice
- 2 **Policy Statement:** We need to know as soon as possible if there is any cause for dissatisfaction. Parents and students should never feel - or be made to feel - that a complaint, made in a reasonable and appropriate way, will be taken amiss or will reflect adversely on the student or his/her opportunities at this Academy. We will investigate and try to resolve every complaint in a positive manner and will treat every complaint as an opportunity. Through this policy, we aim :
 - To put right any matter which may have gone wrong.
 - To review our systems and procedures in the light of the relevant circumstances.

We recognise that a complaint which is not resolved quickly and fairly can soon become a cause of resentment, damaging to relationships and also to our internal culture.

PROCEDURES

- 3 **Complaints Form:** Every concern or complaint notified to a member of staff must be noted, together with the action taken, on a standard form known as a "Complaints Form". A sample of the form is attached to this policy.
- 4 **Minor Concerns:** In many cases, a concern can be resolved quickly and will not reach the stage of becoming a formal complaint. Even so, the member of staff will complete a Complaints Form noting the action taken, and will send it to the Designated Officer.
- 5 **Acknowledgement:** A formal complaint in writing will be acknowledged by telephone on the date of receipt if practicable or in writing within three working days. A letter of acknowledgement will state the action being taken and the likely time scale.

Designated Officer: The Governing Body has appointed a governor ("**Designated Officer**") :
 - 5.1 To be responsible for investigating and resolving complaints.
 - 5.2 To be the first point of contact while the matter remains unresolved.

- 5.3 To co-ordinate the complaint procedures in the Academy.
- 5.4 To maintain an ongoing training programme for all Academy employees in relation to complaints.
- 5.5 To monitor the keeping, confidentiality and storage of records in relation to complaints.
- 5.6 To report regularly to the Principal with respect to complaints.

HOW TO COMPLAIN

- 6 **Education Matters:** If the concern relates to the classroom, the curriculum or special educational needs, please speak or write to the Vice Principal (Learning).
- 7 **Pastoral Care:** If the concern relates to matters outside the classroom, please speak or write to the Vice Principal (Inclusion).
- 8 **Financial Matters:** A concern or complaint about a matter relating to financial matters should be stated in writing to the Finance Director.
- 9 **Permanent Exclusion:** Parents who are aggrieved by a decision of the Principal to permanently exclude a student have the rights of representation and appeal as outlined in the Exclusion Policy (this will be sent to parents of any child permanently excluded).
- 10 **Other Complaints:** A parent who is dissatisfied with an aspect of the Academy's policies, procedures, management or administration should write to the Principal with details of the complaint. The Principal will investigate and will do his best to resolve the dispute. If the parent is dissatisfied with the outcome, he should renew his complaint in writing to the Chair of Governors. The Chair may:
 - 10.5 delegate the investigation to the Delegated Officer;
 - 10.6 convene a panel of Governors to hear the complaint.

The outcome of any complaint will be notified to the parent in writing giving reasons for any decisions.

COMPLAINTS FORM

This form should be made available on request to any person who wishes to make a complaint. It should be passed to a Vice Principal.

1. What is the nature of the complaint? (Please tick)

- | | |
|---|--|
| <input type="checkbox"/> Staff Conduct: | <input type="checkbox"/> Parental Conduct: |
| <input type="checkbox"/> Teaching Standards : | <input type="checkbox"/> Pastoral Care: |
| <input type="checkbox"/> Condition of Premises: | <input type="checkbox"/> Time Tabling: |
| <input type="checkbox"/> Matters of Regime and Routine: | <input type="checkbox"/> Access to or Regulation of Extra Curricular Activities: |
| <input type="checkbox"/> Other (please give details): | |

2. Please give details of your complaint:

Date/s of Incident:

Time/s:

3. If you are complaining about someone's behaviour please give the names of any witnesses to the incident/s:

4. Action Taken:

Name:

Contact Details:

Signed:

Date: