



**Our moral obligation is to help our children become successful learners, confident individuals and responsible citizens, and we believe that this policy for school complaints, will help us achieve this goal.**

## Complaints Policy

### Section 1: Context

We recognise that when running a school, sometimes things can go wrong and we believe that our parents and carers deserve the opportunity to raise a concern or make a complaint, openly, fairly and without prejudice. All concerns or complaints made will be handled by the school sensitively and in confidence. This policy sets out for all parties the process and procedures if this happens.

The majority of issues raised may be concerns rather than complaints, and can be resolved swiftly and effectively with open and honest dialogue, with the focus being on solutions and moving forward with clarity for all. There may not always be agreement, but all parties must endeavour to find a satisfactory resolution, with the decisions made having the child's need being placed at the centre. However, due to the nature of the complaint a more formal procedure may need to be followed, and the stages for this procedure are set out below.

### Section 2: The Stages

Stage 1 – A concern is raised informally with a member of staff. Concerns can be raised with any member of the staff team and would normally result in an immediate response which should resolve the concern. Sometimes the school will need to explore the concern raised and gather further information as required, this may result in a slower response, and the school will ensure that the all parties are updated throughout the process.

Stage 2 – A formal complaint is raised. The complaint should be raised with the Headteacher – James Everett, Deputy Headteacher – Martin Draper, Inclusion Coordinator – Katie Scott or School Business Manager – Nicky Schofield. The complainant would normally expect to receive an immediate response or where that is not possible to hear from the school within 5 working days acknowledging receipt of the complaint, the next steps which will be taken to explore the complaint and the mechanisms for communication between the school and the complainant.

Stage 3 – If the complainant is dissatisfied with the outcome after Stage 2 then a formal complaint in writing is made to the Chair of Trustees. The complainant would normally expect to receive an immediate response from the Chair of Trustees or where is this is not possible to hear from the Chair within 5 working days acknowledging receipt of the complaint, the next steps which will be taken to explore the complaint and the mechanisms for communication between the Chair and the complainant.

The Chair of Trustees will then convene a complaint Appeal Panel. The aim of the Panel is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. The panel will consist of 3 members, one of which will be independent of the management and running of the school.

The complainant will be able to attend the panel and be accompanied if they so wish.

All parties will be notified of the findings and recommendations of the Appeals Panel in writing. A written record will be kept of all formal complaints received, these will remain confidential. This decision of the Appeals Panel is final.





The end of Stage 3 concludes the complaints procedure. If the complainant is not satisfied with the decision made at this point, then a complaint may be made to the Education Funding Agency (EFA) via -

- <https://www.education.gov.uk/schools/leadership/schoolperformance/school-complaints-form>
- or by post to Department for Education, Castle View House, East Lane, Runcorn, Cheshire, WA7 2GJ

The EFA cannot review or overturn an academy's decisions about complaints but will look at whether the academy considered the complaint appropriately.

### **Section 3:**

Should a complaint regarding the Head Teacher be raised this should be directed in writing to the Vice Chair of Trustees. Who will then follow the staged process set out above.

### **Section 4: Further Information**

Any complaints concerning the behaviour of school staff will be handled in accordance with the school's internal disciplinary procedures and such an investigation may remain confidential.

Contact details for Trustees can be obtained from the School Business Manager.

### **Section 5: Review**

This policy will be reviewed every two years or when changes happen due to government legislation.

