



Holy, holy, holy. The Lord Almighty is holy. His glory fills the world. Isaiah 6:3

We strive to live holy lives through
 “... love that is patient and kind” that “never gives up” enabling us to
 “Go out into the world, and love the people we meet.” (*Saint Paul and Saint Teresa*)

**All Saints Inter-Church Academy
 Complaints Policy & Procedure**

Date of policy	September 22	Responsibility	Full Board
Date of last review	January 24	Approval date	
Commitment to equality	At All Saints Inter Church Academy we believe that the provision of an outstanding education which develops a wide range of skills is crucial for opening up opportunities and increasing the chance of a successful life for every pupil. As a school, we are therefore committed to avoiding discrimination and promoting equality at all levels and recognize that by doing this, attainment and progress of all pupils will be improved.		

1. Principles:

- Our Academy will seek to resolve all complaints through the informal stages but depending on the nature of the complaint, there may be a need to follow the formal complaints procedure. We will respond as quickly and effectively as possible.
- We want all our pupils to be healthy, happy and safe, and to achieve to their full potential. We recognise that parents, guardians or carers play an important part in making this happen.
- Cooperation between parents, staff and trustees leads to a shared sense of purpose and a good atmosphere within the school family.
- Each level of the procedure set out below offers the opportunity for concerns and complaints to be resolved as quickly as possible.
- We insist on mutual respect from all parties at all times. Aggressive or abusive behaviour is not acceptable and will not be tolerated within our school family.
- All complaints will be dealt with in confidence.
- Anonymous complaints will not be investigated

2. The Complaints procedure

Level 1 – informal

Parents, carers or guardians should, in the first instance, make an appointment to speak to the class teacher about their concern. Third party complainants should speak to the school business manager. It is best to resolve issues at this point.

Guidance on informal level 1:

- Concerns should initially be handled informally in a manner that offers the best way of resolving issues.
- A class teacher should offer an appointment to discuss the issue as quickly as possible, as this will give both parties time to talk about it calmly and politely without being interrupted. It will also show a commitment to resolving issues.
- It is important for parents to recognise that Academies are busy organisations and that it may not be possible to offer an appointment straight away.
- The parties involved should be encouraged to offer their view of what would be a realistic resolution to the problem.

Level 2 - informal

Parents, carers, guardians or third party complainants dissatisfied with the result of the discussions with the class teacher/school business manager, should ask for an appointment to meet with the Headteacher or senior member of staff.

Guidance on informal level 2:

- It is always best to resolve issues informally at the earliest possible time but if the person is not satisfied with the result of the talk with the class teacher/business support staff then he/she can ask for an appointment to meet with the Headteacher or senior member of staff.
- It is in everyone's interest, particularly the child or children, for concerns and complaints to be sorted out quickly and smoothly.
- The aim should be that discussions end on a positive note with no bad feeling.
- It is good practice for the Headteacher to write a letter to parents summarising what has been agreed regarding the issue.

It is hoped that most problems will have been resolved by now.

Level 3 – formal complaint letter to Headteacher

An issue that has not been resolved through the informal levels 1 and 2 can become an official complaint.

Parents, carers, guardians or third party complainants wishing to move to level 3 must write a formal letter of complaint to the Headteacher. The letter will need to set out clearly the issues which have previously been discussed and why the parent, carer, guardian or third party considers the issue to be unresolved. The letter should also outline the resolution which they are seeking.

The Headteacher should consider the complaint and investigate as appropriate before writing to the complainant outlining his/her findings. The Headteacher should respond in writing 10 within working days of receipt of the letter.

Guidance on level 3- formal:

- An unresolved issue can now move to a formal complaint. This is a serious step to be taken. In consideration of future home/Academy relationships everyone concerned will need to negotiate an agreement and concentrate on finding a resolution to the issue.
- The decision that the Headteacher has made as a result of the complaint does not become the focus of a complaint about the Headteacher. If the complainant feels the complaint has still not been resolved he/she should proceed to Level 4, a Trustees' Complaints Panel.

Level 4 – formal complaint requesting a Governor's Complaints Panel.

Complainants wishing to move to level 4 of the formal complaints procedure will need to write a letter to the Chair of Trustees to request that a Complaints Panel meets to hear the complaint. This formal complaint letter must be received within 10 school days of the last meeting with the Headteacher concerning the issue. The complainant should write to the Chair of Trustees at the Academy address marking the envelope 'urgent and confidential'. The letter will need to set out the complaint that has previously been informally considered and formally discussed with the Headteacher and show why the matter is not resolved.

Time scales:

- Receipt of complainant's letter acknowledgement within 5 working days
- Complaints Panel meeting within 15 working days of receipt of complainants letter (unless this goes into Academy holidays)
- Written documentation sent to Complaints Panel Members and complainant and Headteacher 5 working days before meeting.
- Complaints Panel members decision communicated to all concerned as soon as possible but within 10 working days of meeting.

It is important that the Chair of Trustees is clear that Stages 1 to 3 have been followed.

Guidance on level 4 - formal:

Before the meeting:

- The Academy should appoint an independent clerk to the Complaints Panel, acknowledge the complainant's letter in writing within 5 working days of receipt and arrange for a panel of governors to meet within 15 working days of receipt. It must be recognised that if the letter is received within 14 working days to the end of term it may not be possible to organise the trustees' panel meeting. In this case the matter should be dealt with within 10 working days of the Academy reopening.
- The Headteacher should be given a copy of the complainant's letter and written documentation should be requested from the Academy. The clerk should send both the complainant's letter and the Academy documentation to the Complaints Panel members, complainant and Headteacher (and anyone else involved in the meeting) at least 5 working days before the date of the meeting.
- The complainant and Headteacher will be invited to attend the Complaints Panel meeting to give a verbal statement in support of their documentation. Each of them can bring someone to support them if they wish, however, this person will not be allowed to contribute to the meeting.
- The formal complaints letter should be passed to the Vice-chair if the Chair will be unable to receive the letter within 5 working days.
- Members of the Complaints Panel, of which there should be three, should have no prior knowledge of the complaint and it is, therefore, unlikely that staff governors will be

members of the panel. The Chair of Trustees may wish to exclude certain governors from participating in the panel due to them having a possible interest in the focus of the complaint.

- One member of the Complaints Panel must be independent of the management and running of the school.

At the meeting:

- The complainant and Headteacher (or his/her representative) should provide all the relevant information they wish and the Complaints Panel members should clarify any points. After the complainant and Headteacher (or his/her representative) have provided all the information they wish, the chair will ask all parties to leave except the panel members and the clerk.
- The Complaints Panel must be made up of at least three members and a clerk.
- Although this is a formal meeting, every effort should be made to make it as informal as possible for all concerned.
- Everyone attending should be in the room at the same time.
- Consideration may need to be given to the seating arrangements to make everyone feel equal and comfortable.
- The clerk should take notes of the meeting, listing who is present: Members of the Complaints Panel, stating who is the chair of the Panel, the Headteacher (or his/her representative) and any other members of Academy staff, the Parents/third party members and anyone accompanying them e.g. friend, the Clerk.
- The chair of the Complaints Panel should open the meeting stating the purpose and the format of the meeting to clarify this to all in attendance.
- People present should introduce themselves stating their reason for being at the meeting.
- The chair of the Complaints Panel should request a verbal statement from the complainant in support of his or her written letter of complaint and why s/he feels the issue has not been resolved. The Complaints Panel members can ask questions to make sure they understand the issue from the parent's point of view.
- The chair of the Complaints Panel should request a verbal statement from the Headteacher (or her representative) in support of his/her written account of the complaint and the steps taken to resolve the issue. The Complaints Panel members can ask questions to make sure they understand the issue from the Headteacher's point of view.
- The members of the Complaints Panel should make sure they fully understand the issues and ask any further questions to clarify any points that are still not clear to them.
- The chair of the Complaints Panel must ask the complainant and the Headteacher (or his/her representative) if they are satisfied that they have provided all the information they wanted or if there is something they wish to add and if they feel they have had a fair hearing.
- When the Complaints Panel members understand all the issues, the chair will ask all parties to leave except the panel members and the clerk.

After the meeting:

- The Complaints Panel members then discuss the issues in private and the clerk remains to record the decision.
- The Panel members will need to consider the information then come to a decision and suggest a way to resolve the issue, taking into account the best interests of the child or children.

- When the Panel have reached a decision the Clerk will inform everyone concerned in writing as soon as possible, but in any event, within 10 working days of the panel meeting.

The decision of the Complaints Panel is final.

- Once a Complaints Panel has heard a complaint, and it is clear that correct procedures have been followed, that specific complaint cannot be reopened. If a request is received in this respect, the chair of governors should inform the complainant that the matter is closed.
- The decision of the Complaints Panel will not be investigated. If, however, the complainant feels that the Academy and Complaints Panel have not followed the Academy's complaints procedure correctly, he/she can contact the Education Funding Agency (EFA) https://form.education.gov.uk/submitform.php?self=1&form_id=cCCNJ1xSfBE&type=form&ShowMsg=1&form_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1 .
- EFA will only investigate complaints about academies that fall into the following areas:
 - undue delay or non-compliance with the academy's own complaints procedure,
 - An academy's failure to comply with a duty imposed on it under its funding agreement with the Secretary of State.
 - An academy's failure to comply with any other legal obligation, unless there is another organisation better placed to consider the matter.
- Any complaints concerning the conduct of Academy staff will be handled in accordance with the Academies internal disciplinary procedures. The details of such an investigation will remain confidential.
- Some complaints regarding safeguarding, admissions, the curriculum or special educational needs are covered by statutory regulations. The Headteacher or Deputy Headteacher can give information about these issues or advice can be sought.

3. Concerns or complaints specifically about the Headteacher.

If, the concern or complaint is specifically about the Headteacher and is unable to be resolved at the informal stage, then it will be necessary for the complainant to formally complain to the Chair of Trustees. The Academy will provide the Chair of Trustees' name and the complainant should write to him or her at the Academy address marking the envelope 'urgent, private and confidential'. The Chair of Trustees should acknowledge the complainant's letter in writing within 5 working days of receipt.

4. Extracurricular activities

The governing body should ensure that any third party provider offering activities and services through the extended Academies programme has their own complaints procedure in place. Trustees would need to have a discussion around, and make a decision about, what happens when the third party provider's complaints process is exhausted and the matter is not resolved and whether it should then be referred to a Complaints Panel. This would ensure that the Trustees are kept aware of complaints about provision.

5. Vexatious Complainants

It is important to distinguish between people who make a number of complaints because they really think things have gone wrong, and people who are being difficult. Complainants can be frustrated and aggrieved and it is therefore important to consider the merits of the case rather than their attitude.

Even though someone has made vexatious complaints in the past, it cannot be assumed that the next complaint is also vexatious. Each complaint must be considered as to whether it is vexatious or genuine. There is no way of avoiding evaluating each complaint.

6. For more information

<http://media.education.gov.uk/assets/files/pdf/e/procedure%20for%20complaints%20about%20acads%20-%20version%20nov%202013.pdf>

Chapter 3, paragraph 14 of a Guide to the Law for Academy Governors states:

‘under the Education Act 1996, paragraphs 496 and 497, anyone can complain to the Secretary of State for Education and Skills if he or she believes that a governing body is acting “unreasonably” or is failing to carry out its statutory duties properly. However, intervention can only occur if the governing body or the Academy Sponsor has failed to carry out a legal duty or has acted “unreasonably” in the performance of a duty. Intervention would have to be expedient in the sense that there would have to be something that the Secretary of State for Education and Skills could instruct either party to do to put matters right.’

7. Review

This policy will be reviewed every three years, or sooner as necessary.