



# Complaints Procedure

This Procedure was reviewed and approved by

The Shire MAT Board on 3rd November 2016

Review Date: November 2018

Signed:

A handwritten signature in black ink, appearing to be 'A. Smith', written over a faint horizontal line.

Chair

Our Trust values its relationship with pupils and parents and the wider community and encourages those with concerns regarding their child's education or the service we provide to contact the school with the aim of resolving the issue or concern informally.

### **Formal Procedure**

However, where someone wishes to make a complaint it will be treated seriously and managed formally in the procedure outlined below. This procedure is applicable for parents and people who are not parents of attending pupils.

- 1 The complainant should be given a copy of the Complaints Procedure and should submit their concern/complaint in writing or by using the School Complaint Form. Where a concern/complaint is received by telephone or in person then a record will be taken.

The letter/form should contain as much detail as possible

- 2 The Head of School/Chief Executive Officer or Chair of the Trust Board will reply in writing within 5 days asking if this is a concern which can be resolved informally or a complaint which requires a formal investigation.  
( Letter 1 to be sent to establish whether this is concern to be resolved informally or a complaint.)

If it is a formal complaint, this will be acknowledged in writing within a further 5 school days stating which member of staff/director will be managing the complaint.

(Letter 2 to be sent if the complainant confirms that it is a formal complaint.)

- 3 Within a further 20 school days an investigation of the complaint will be undertaken. Where the complaint refers to the Head of School or CEO, the Chair of the Trust Board will investigate the complaint.
- 4 Within 5 school days of completing the investigation the complainant will receive a copy of the report and decisions.  
(Letter 3 to be sent including the invitation below)
- 5 The complainant will be invited to attend a meeting during the school day to discuss the report at a time convenient to them within the hours of 8.00am to 5.30pm. The purpose of the meeting is to explain what has been found not to amend the report, and hopefully to resolve the issue.
- 6 Irrespective of whether the complainant attend a meeting, they have the right for the complaint to be heard by an appeal panel, the Complaints Committee, where at least one member is independent of the management and running of the academy, if they are dissatisfied by the outcome of the complaint.

7 Within 15 days of receiving a written request for the complaint to be heard by a panel,

the complainant will be offered two dates to meet with a Complaints Committee, including a suitable independent individual.

8 ( Letter 4 to be sent plus copy of Complaints Committee procedure)

The decision of the Complaints Committee at a panel hearing will be sent in writing by the clerk to the complainant within 7 days.

The Complaints Committee's decision is Final.

Any Complainant who is not satisfied with the handling of their complaint can contact the EFA via the schools complaints form.

[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](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)

This procedure has been written based on government guidance 'Creating an academy complaints procedure' (Jan 2015) and is endorsed by our Directors, who support the trust in its management of complaints.

Reviewed by the Trust 3<sup>rd</sup> November 2016

Signed:



P. Micklethwaite Chair of the Board

Review Date: November 2018

LEARNING TO FLY HIGH

## Complaints Committee Procedure

Irrespective of whether the complainant attend a meeting, they have the right to appeal to the Complaints Committee, if they are dissatisfied by the outcome of the complaint. The Complaints Committee must have at least one member that is independent of the management and running of the academy.

In order to make an appeal, the complainant must have grounds to do so, just disagreeing with the outcome is not sufficient.

Complainants are advised that the grounds for appeal are:

- (i) Not all the complaint was investigated properly or not all the issues were taken into account thus producing a flawed decision; or
- (ii) The person dealing with the complaint did not follow the school's published procedure; or
- (iii) The decision on the complaint does not reflect existing school policies or procedures.

The purpose of the appeal is not to reinvestigate the complaint, it is to ensure that the complaints procedure was implemented correctly and every issue within the complaint was thoroughly investigated.

It is important to note that some decisions that are made in school are the responsibility of the Head of School or CEO.

A Complaints Committee will offer two dates for the meeting within 15 school days of the complainant informing the school they wish to appeal.

Following the meeting of the Complaints Committee the clerk will write to the complainant and the Executive Headteacher/Chair of the Trust Board informing them of the Committee's decision within 7 days .

The decision of the Complaints Committee is final.

Any Complainant who is not satisfied with the handling of their complaint can contact the EFA via the schools complaints form.

[https://form.education.gov.uk/fillform.php?self=1&form\\_id=cCCNJ1xSfBE&type=form&ShwMsg=1&form\\_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1](https://form.education.gov.uk/fillform.php?self=1&form_id=cCCNJ1xSfBE&type=form&ShwMsg=1&form_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1)



# School Complaint Form

## COMPLAINANT'S DETAILS

Name: \_\_\_\_\_

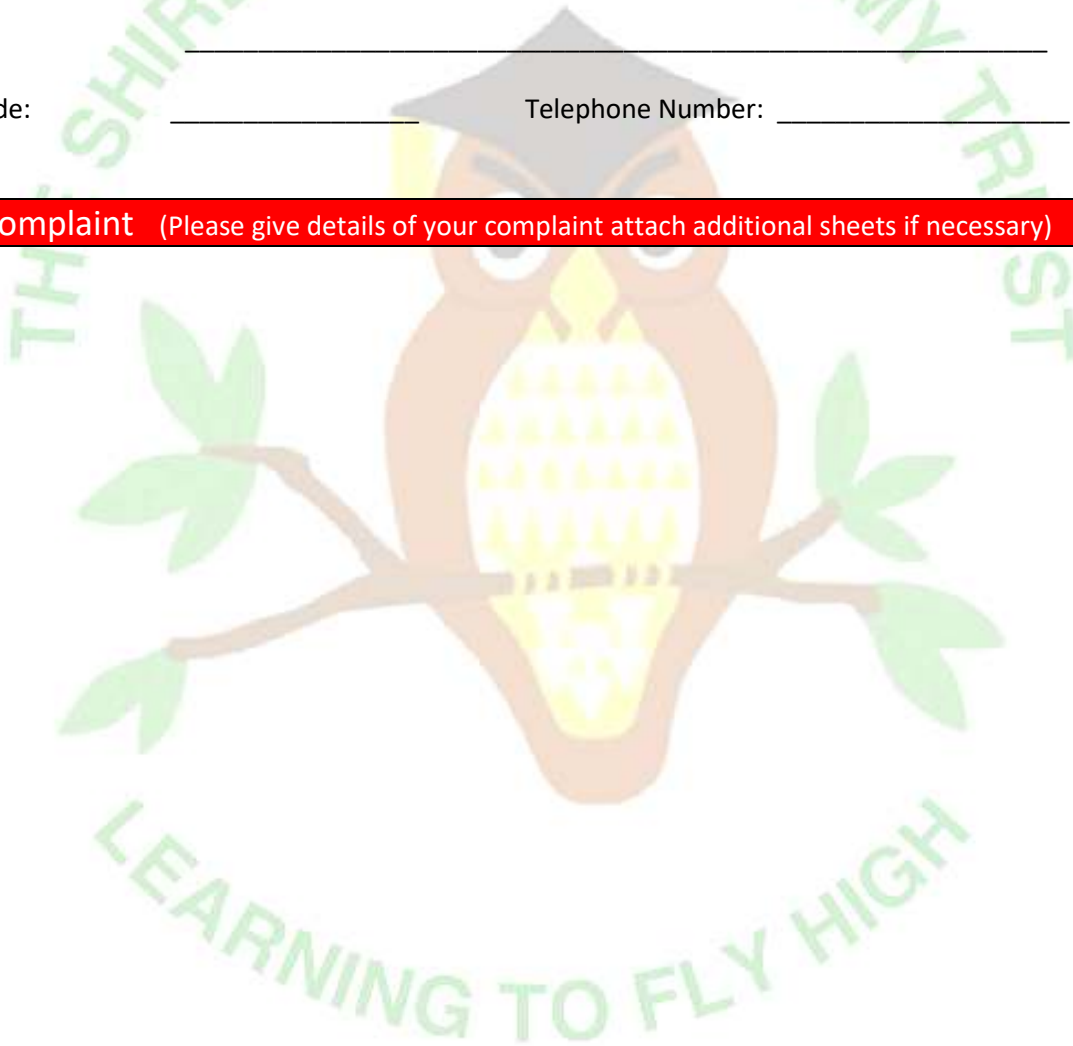
Pupil's Name( if applicable): \_\_\_\_\_

Relationship to Pupil( if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

## The Complaint (Please give details of your complaint attach additional sheets if necessary)



What would you like the school to do to put things right?

**Signature**

Signature of Complainant \_\_\_\_\_

Date \_\_\_\_\_

**School Action**

Date Received in school \_\_\_\_\_

Acknowledgement sent on \_\_\_\_\_

By \_\_\_\_\_

