

Complaints Policy

This policy should be taken and used as part of our overall strategy and implemented within the context of our vision, instrument of government aims, and values.

Introduction

We believe that our academy provides a good education for all our children, and that the Headteacher and other staff work very hard to build positive relationships with all parents/carers. However, the academy is obliged to have procedures in place in case there are complaints by parents/carers. The following policy sets out the procedure that the academy follows in such

cases.

If any parent/carer is unhappy with the education that their child is receiving, or has any concern relating to the academy, we encourage that person/carer to talk to the child's class teacher immediately.

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 interests 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/carer 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 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.

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

Should a parent/carer have a complaint about the Headteacher, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the academy, but if a parent/carer 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/carer should send this written complaint to the Chair of Governors.

The governing body must consider all written complaints within three school weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her/his complaint in more detail. The academy gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the governors consider their decision and inform the parent/carer about it in writing. The governors do all they can at this stage to resolve the complaint to the parent/carer's satisfaction.

If any parent/carer is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Education Funding Agency (EFA)

At: Academies Central Unit (Academy Complaints)

Education Funding Agency

Earlsdon Park

53-55 Butts Rd

COVENTRY

CV1 3BH.

Monitoring and Review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher informs the Governing Body of all complaints received, within the parameters of confidentiality.

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 all parent/carers, so that they can be properly informed about the complaints process.