



BRADGATE
Education Partnership

Complaints Policy and Procedure

This policy is reviewed every 3 years by the Bradgate Education Partnership Board, and was last reviewed on: 12th September 2018

Signed Chair of Trust Board:

Date:

This Policy was adopted by the Local Governing Body of **[Insert Academy Name]** on: **[Insert Date]**

Signature (Chair of Local Governors)

Print Name

Policy Reviewed and Adopted by MAT Board:	12/09/18
Version:	1.1
Date of Next Review:	September 2021
Responsible Officer:	

[Academy name] Complaints Policy

[Academy name] is committed to working in close partnership with all members of the community. The academy places great value on the role which parents and carers can play in supporting children's learning. Staff and governors actively encourage a positive relationship between the academy and the families of children who attend the academy. We also desire to have good relations with our neighbours and the wider community.

Our policy is to:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- make sure everyone at [academy name] knows what to do if a complaint is received;
- make sure all complaints are investigated fairly and in a timely way;
- make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- gather information which helps us to improve what we do.

Where any concerns are raised we aim to resolve these as quickly and as efficiently as possible. Usually concerns that are raised can be resolved very quickly through the academy's day to day communication between parents and staff. However, for those situations where this is not the case, we have a more formal process to investigate and deal with complaints. Our complaints procedure is detailed on the following pages.

We will try to resolve every concern, difficulty or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing the Academy's systems and procedures in the light of the matters raised.

This procedure will apply to most general complaints received by the academy. It is not intended to cover those matters for which there is a specific statutory process to object, complain or appeal.

Who can raise a complaint?

Complaints may come from any person or organisation that has an interest in the academy. This policy does not cover complaints from staff who should follow the relevant internal policy.

Timescales for submitting a complaint

To enable a proper investigation, concerns or complaints should be brought to the attention of the academy as soon as possible, usually within three months. This time limit does not apply if it can be shown that there were good reasons for not making the complaint earlier and it is still possible to investigate the complaint properly.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. All records of complaints will be maintained confidentially.

Findings

At all stages of this policy any findings or recommendations will be shared and made available to the complainant.

Review

This policy is reviewed by [insert as appropriate] on [insert timescale but ensure that it is reviewed within the timescale].

Adopted on: [date]

Last reviewed: [date]

[.....add any further personalisation]

[Academy Name] Academy Complaints Procedure

The [academy name] is dedicated to providing the best possible education and support for all its pupils. However, we appreciate that there may be times when the academy has not met expectations. The complaint procedure is designed to ensure that concerns and complaints are properly investigated and are given careful and fair consideration.

Concerns or complaints should be raised within three months of the incident or event to which the complaint relates. The Academy reserves the right to refuse to investigate a concern or complaint outside of this timescale if it appears reasonable and fair to do so, having regard to the circumstances surrounding the complaint.

The academy has four stages to its complaints procedure. The aim is to resolve the complaint, to the satisfaction of the complainant, at the earliest possible stage.

Where the following procedure refers to the headteacher, they may delegate any of these functions to a member of the senior leadership team, if appropriate. In exceptional circumstances, the headteacher may commission an independent investigator to undertake an investigation on behalf of the academy.

Stage 1: Informal concern

An initial concern should be raised with the class teacher or the member of staff concerned. This can be done in writing, by telephone or in person by appointment. The vast majority of concerns can be dealt with at this stage. It would be helpful to identify at this point what outcome you are looking for in order for us to address your concern quickly and effectively. Concerns at this stage are best dealt with as soon as possible. A member of staff from the school should respond to the concern within 5 school days.

If you are not a parent/carer of a child at our academy, please start at Stage 2 and make contact with the headteacher to discuss your concerns.

Stage 2: Formal complaint to the headteacher

If your concern is not resolved at the informal stage you can make a formal complaint to the headteacher, within 10 school days of Stage 1 being concluded. Your complaint should usually be made in writing indicating your desired outcome from the complaint (a form is enclosed for this purpose).

Your complaint will be acknowledged within five school days and will include a date for a written response within 14 school days. The headteacher will be responsible for ensuring that your complaint is investigated appropriately. They may meet with you to clarify details of your complaint and the resolution that is being sought. The headteacher will investigate the complaint further and make every effort to resolve the issue.

Dependent upon the nature of the issues raised, the matter will either continue to be dealt with through the academy complaints procedure, or by other procedures such as the disciplinary or safeguarding procedures. If this happens you will be informed of this fact but you will not be advised of the outcome of these proceedings.

On conclusion of the investigation the headteacher will write to you with all appropriate information in relation to the complaint and information on any outcome(s). The response should also inform you of the next stage of the procedure in case you are not satisfied with the way your complaint has been handled.

If your complaint is about the headteacher, you should refer your formal written complaint to the chair of governors to be dealt with under Stage 3 of this procedure.

Stage 3: Formal complaint to the chair of governors

If you are dissatisfied with the headteacher's response, or your complaint concerns the conduct of the headteacher, then you can make a formal complaint to the chair of governors.

Your complaint should be made in writing to the chair of governors, care of the academy, within 10 school days of the date of the headteacher's response to you. Please provide a copy of the written complaint, a copy of the headteacher's letter concluding Stage 2 and give details in writing of why you are not satisfied with the outcome.

At this stage the chair of governors will generally handle the complaint but can delegate this to a nominated governor. In exceptional circumstances, the chair of governors may commission an independent investigator to undertake an investigation on behalf of the academy.

You will receive an acknowledgment of receipt of your complaint within five school days and within 14 academy days for a written response.

The governor will investigate the complaint and make every effort to resolve the issue. They may meet with you if they need clarification or further information is necessary.

On conclusion of the investigation you will receive a written response of the outcome reached and the process for appeal.

Stage 4: Formal complaint to the complaints panel hearing

If you remain dissatisfied with the response to your complaint you may request a complaints panel hearing by writing to the clerk to the governing body within 10 school days of the date of the letter notifying you of the outcome of Stage 3.

The clerk will write to acknowledge receipt of your complaint within five school days. The letter will explain the process which is to be followed and information about the how the panel will operate. During the panel hearing a parent may attend and may be accompanied.

The clerk will convene a complaints panel and ask you to provide details of your appeal and any relevant supporting evidence.

The panel will usually comprise of at least three people not directly involved in the matters detailed in the complaint, one of whom must be independent of the management and running of the academy. If this is not possible for any reason, then alternative arrangements will be made and communicated to you.

The remit of the complaints appeal panel is to:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the academy's systems or procedures to ensure that problems of a similar nature do not recur.

You will be notified in writing of the panel's decision, usually within five days. The letter will confirm the end of the academy's and governors' involvement with the complaint and explain any further rights of appeal.

Further rights of appeal

If you have completed the academy procedure and are not satisfied about the handling of the complaint, you may have the right to refer your complaint to the Education and Skills Funding Agency (ESFA).

Complaints to the ESFA must be submitted online through the [schools complaints form](#) or by post to Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD

The ESFA will usually only consider complaints about academies that fall into any of the following three areas:

1. Where there is undue delay or the academy did not comply with its own complaints procedure when considering a complaint.
2. Where the academy is in breach of its funding agreement with the Secretary of State.
3. Where an academy has failed to comply with any other legal obligation.

The ESFA will not overturn an academy's decision about a complaint. However, if they find an academy did not deal with a complaint properly they will request the complaint is looked at again.

Complaints against an individual governor

If your complaint concerns the chair of governors or an individual governor you should write to the clerk to governors. The clerk will acknowledge receipt of your complaint within five school days. The letter will explain the process that will be followed and the expected timescale for response.

The chair of governors will consider complaints about an individual governor. The chair of the trust or chair of another academy in the MAT will consider complaints against the chair. If for any reason this is not appropriate then another governor will be nominated.

On conclusion of the investigation you will receive a written response detailing all appropriate information in relation to the complaint and information on any outcome(s). There will be no further right of appeal for complaints against an individual governor.

Timescales for response

Our aim is to address your complaint in a timely and efficient manner. However, there may be occasions when we are unable to achieve the timescale indicated. In this event, we will write to you outlining the reason for the delay and provide you with a new timescale for the conclusion of that part of the process.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signed:

Date:

Official Use:

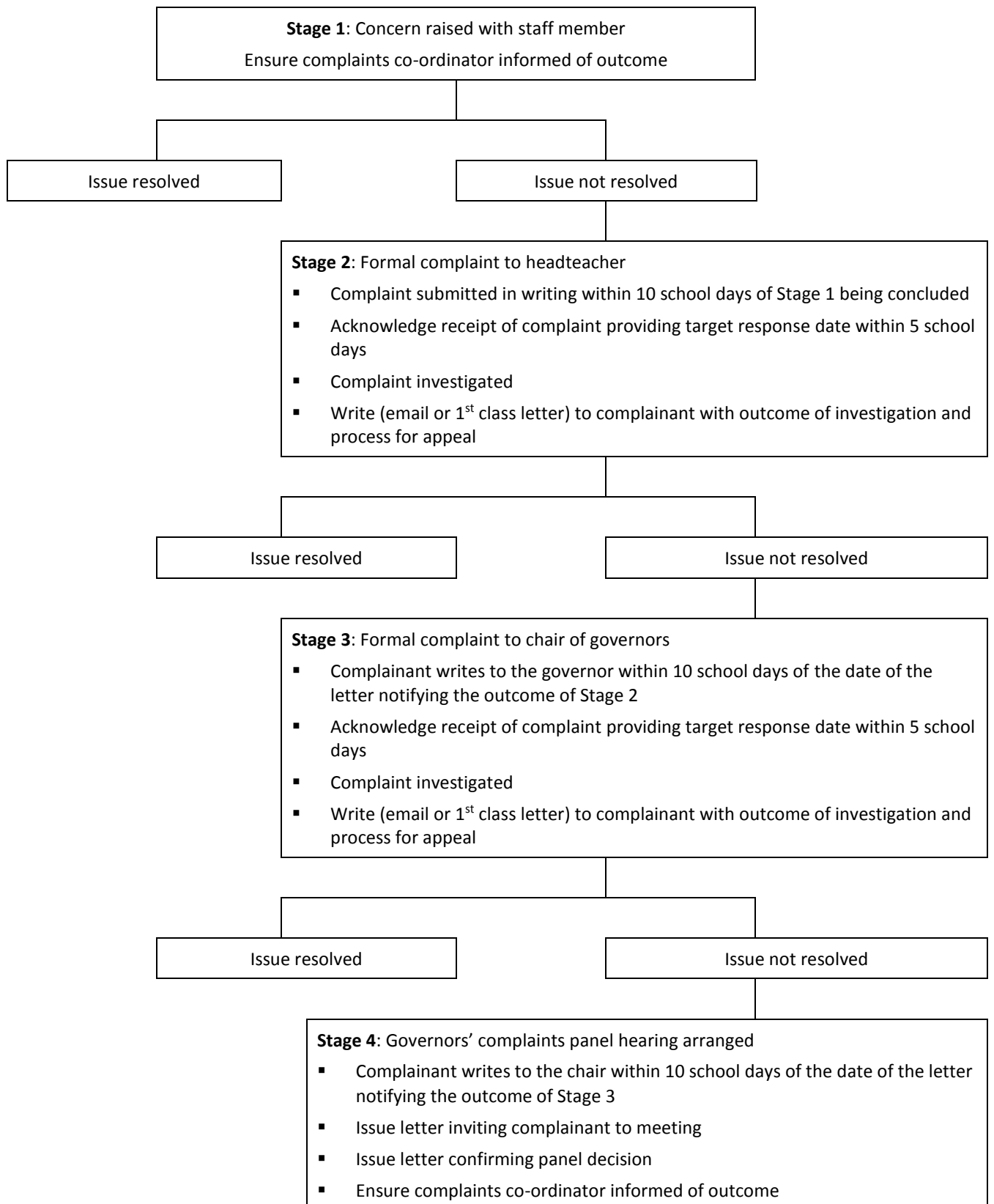
Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:

Date:

Complaints procedure flowchart



Appendix A

Unreasonable / vexatious complaints

If properly written and followed, a complaints procedure can limit the number of complaints that become protracted. However, there may be occasions when, despite all the stages of the procedure having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the chair of governors can inform them in writing that the procedure has been exhausted and that the matter is now closed as far as the academy is concerned but refer them to the Education and Skills Funding Agency (ESFA). The complainant should also be advised that no further correspondence will be entered in to on the subject of the complaint.

If the complainant writes again on the same issue, then the correspondence may be recognised as vexatious and there is no obligation on the part of the academy to respond.

It is important to note however that, where a complainant raises an entirely new, separate complaint, it must be responded to in accordance with the complaints procedure. It is not the complainant who is vexatious; it is the correspondence.

The chair of governors has the right to regard a complaint as vexatious if there is an unreasonable delay or if a complainant brings forward numerous trivial matters which after careful consideration by the chair, are considered to be vexatious. It is recognised that determining what a “trivial” matter is can be subjective and careful judgements must be used in applying this criteria. Objectively considering the complaint ensures you are better able to respond in a measured and professional way.

Where an individual’s behaviour is causing a significant level of disruption the academy may wish to implement a tailored communications strategy such as restricting the method of communication or putting in place a single point of contact. In these scenarios, the academy may adopt the unreasonable/persistent complaints policy overleaf.

[Academy Name] Policy for Handling Unreasonably Persistent, Harassing or Abusive Complainants

This document forms part of the school's Complaints Procedure and its aim is to provide information about the School policy on unreasonably persistent complainants or the harassment of staff.

[Academy Name] is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

What do we mean by 'unreasonable persistent complainant'?

An unreasonably persistent complainant may be anyone who engages in unreasonable behaviour when making a complaint. This will include parents and carers who pursue complaints in an unreasonable manner.

Unreasonable behaviour may include:

- Inappropriate comments, text messages, Facebook or other internet sites/social media and any breach of confidentiality.
- Complaints that are subject to or based on rumour are unlikely to be resolved by any formal process and is unreasonable behaviour.
- Any name-calling, foul language or defamatory remarks in writing or verbal.
- Any action that is deemed to be looking to wound or hurt rather than to seek resolution.
- Actions which are:
 - Out of proportion to the nature of the complaint, and/or
 - Persistent – even when the complaints procedure has been exhausted, and/or
 - Personally harassing, and/or
 - Unjustifiably repetitious.
- An insistence on:
 - Pursuing unjustified complaints and/or
 - Unrealistic outcomes to justified complaints and/or
 - Pursuing justifiable complaints in an unreasonable manner (e.g. using abusive or threatening language), and/or
 - Making complaints in public, and/or
 - Refusing to attend appointments to discuss the complaint.

What is 'harassment'?

We regard harassment as the unreasonable pursuit of issues or complaints, particularly if the matter appears to be pursued in a way intended to cause personal distress rather than seek a resolution.

Behaviour will fall within the scope of this policy if:

- It appears to be deliberately targeted over a significant period of time at one or more members of school staff or others, without good cause;
- The way in which a complaint or other issue is pursued (as opposed to the complaint itself) causes ongoing distress to school staff or others;
- It has a significant and disproportionate adverse effect on the school community.

What can you expect from the school?

Anyone who raises informal or formal concerns and complaints with the school can expect us to:

- Keep in touch regularly in writing over;
 - How and when problems can be raised with the school
 - Details of the school's Complaints Procedure
 - Details of the school's Unreasonably Persistent, Harassing or Abusive Complainants Policy.
- Respond within a reasonable time.
- Be available for consultation within a reasonable time limit, bearing in mind the needs of pupils.
- Respond with courtesy and respect.
- Attempt to resolve problems using reasonable means in line with the school's Complaints Procedure
- Keep those involved informed of progress.

What the school expects of you

- The school expects anyone who wishes to raise concerns with the school to:
- Treat all staff with courtesy and respect.
- Respect the needs of pupils and staff within the school.
- Avoid the use of violence (including threats of violence) towards people or property.
- Recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond to a complaint.
- Recognise that some problems may not be resolved in a short time.
- Follow the school's Complaints Procedure.