



Joseph Swan Academy

Complaints Policy

2018-2019

To be reviewed September 2019

Joseph Swan Academy

Complaints Policy

This policy covers any **general** complaints which complainants (parents of those attending the Academy or otherwise) may wish to raise.

Purpose of the Policy

This policy aims to reassure complainants that any complaint raised will be dealt with in a fair, open and responsive way with the aim of achieving a speedy and satisfactory resolution. The Academy recognises a willingness to listen to questions and criticisms and to respond positively and in a way in which improvements can be made to Academy practices.

Stages of dealing with complaints

There are three stages in how the Academy deals with complaints. Should any stage not lead to a successful resolution of the complaint then the next stage will be activated. The stages are:-

1. Informal
2. Formal
3. Panel Hearing

Informal stage

The complainant should initially raise any concern directly with a member of the Academy's Leadership Team (ALT). The member of ALT will discuss the complaint with the Head Teacher and agree a suitable course of action. The complainant will receive a response from the Academy within 5 working days. The response may be by telephone, in writing or may take the form of inviting the complainant into the Academy to discuss the complaint and attempt to agree an acceptable resolution to the issue in question.

Formal stage

Here the complainant should:-

- Raise any concerns in writing that they have directly with the Head Teacher
- The Head Teacher will investigate the complaint via discussions with the complainant and any others involved
- Once all of the relevant facts have been established, there will be a written response to the complainant and there may also be an attempt to meet with the complainant to resolve the matter. The written response will document the decision reached and the reasons for it. Where appropriate, it will also include what action the Academy will take/has taken to resolve the complaint
- As far as is reasonable this will take place within 10 working days of the initial complaint being received by the Head Teacher

If the complaint relates to the Head Teacher, the complainant should write directly to the Chair of governors with their complaint.

Panel Hearing

In the event that the formal stage of the process fails to bring about a solution, the complainant can request a panel hearing. In such circumstances the complainant should write to the chair of governors requesting this. The chair of governors will acknowledge the complaint in writing within five working days of receipt. The chair will provide an opportunity for the complainant to be heard by a panel. The Panel will comprise three persons; two Academy governors and one other who will be independent of the management and running of the Academy.

The Panel will decide, on the basis of the information gathered, whether the complaint is justified in whole or in part and decide on the appropriate action, if any, to take.

Possible outcomes may include:-

- Recommending changes to the Academy's systems and procedures to ensure similar issues do not reoccur in the future
- An apology
- An admission that the situation could have been addressed differently or better, and a reassurance that similar events will not reoccur
- An undertaking that Academy policies will be reviewed in light of the complaint
- No fault found, complaint not upheld, no action taken

All decisions will be recorded in writing within 10 working days of the Panel completing their investigation, as far as is reasonably practical, and a copy provided to the complainant.

Should the complainant not be satisfied with the outcome of The Panel hearing then they may complain to the Education Funding Agency (EFA). The way to do this is through the following link:-

<https://www.education.gov.uk/form/school-complaints-form>