



# The Albion Academy Complaints Policy

2016/2017

## **Introduction**

The Albion Academy aims to provide a service to parents / carers in which there is a high quality of teaching, learning and pastoral care. It is recognised, however, that there are times when this standard falls short and, as a consequence, needs to be addressed. This policy sets out the principles adopted by The Albion Academy in dealing with complaints.

It is recognised that parents / carers will, from time to time, have normal and legitimate concerns about the progress, achievement, behaviour or welfare of their son or daughter. Parents / carers are encouraged to make those concerns known to staff in the Academy so that they can be addressed in partnership with the Academy. Almost invariably, the sooner such concerns are raised the easier it is for an appropriate resolution to be found.

## **Objectives**

To deal with all concerns and complaints effectively and in a timely manner, keeping the relevant people informed of the process;

## **Roles and Responsibilities**

1. All staff have a responsibility to ensure that concerns and complaints are dealt with under the terms of this policy. Members of staff may be called upon to hear a complaint under stage one of the formal complaints policy.
2. It is in everyone's interest that complaints are resolved at the earliest possible stage.
3. The Complaints Coordinator has a responsibility for the coordination and management of issues under the formal complaints procedure.
4. The Principal has an overall responsibility for the management of complaints. He or she is also responsible for hearing a complaint if it reaches the second stage.

## **COMPLAINTS PROCEDURE**

### **Informal Resolution**

It is recognised that parents / carers will, from time to time, have normal and legitimate concerns about the progress, achievement, behaviour or welfare of their son or daughter. Parents / Carers are encouraged to make those concerns known to staff in the Academy so that they can be addressed in partnership with the Academy. Almost invariably, the sooner such concerns are raised the easier it is for an appropriate resolution to be found.

A concern or complaint may be raised with any member of staff. In our Academy this would normally be your child's Form Tutor or Year Director. That person will try and resolve the matter or will refer you to the appropriate person.

The member of staff will make a written record of all concerns and complaints and the date on which they were received. If the matter cannot be resolved within 5 school days or in the event that you are not satisfied, you will be advised to proceed to make a formal complaint to the **Complaints Coordinator - Cheryl Hurst**. If the complaint concerns the Principal, the *Complaints Coordinator* would normally refer you to the Chairman of the LGB.

### **Stage One: Complaint Heard by Staff Member**

If you need to make a formal complaint it should be in writing and sent to the **Complaints Coordinator Cheryl Hurst**. If you have difficulty in putting your complaint in writing, you are asked to make an appointment with the Complaints Coordinator who will help you do that.

The Complaints Coordinator will decide the best person to hear the complaint. It would be helpful if you could indicate if there is someone with whom you might have difficulty discussing the complaint so that your views can be respected. Similarly, if the member of staff directly involved feels too compromised to deal with the complaint, the Complaints Coordinator may consider referring you to another staff member. The member of staff may be more senior but does not have to be.

In most instances, there will need to be an investigation in order to understand the circumstances surrounding the complaint. That investigation will normally be undertaken by the Complaints Coordinator.

If the matter cannot be resolved within 5 school days following receipt of the written complaint or in the event that you are not satisfied, you will be advised to take your complaint to the second stage of this procedure.

The Complaints Coordinator will make a written record of the complaint, the date on which it was received the date on which the matter was dealt with and the outcome of the procedure. You will receive a copy of this written record within a reasonable time following this process.

### **Stage Two: Complaint Heard by the Principal**

If you are not satisfied with the outcome of stage one, if you feel that your complaint is sufficiently serious or if you are dissatisfied with the way in which your complaint has been handled, you may take your complaint to the second stage of this procedure.

You should put your complaint in writing to the Principal. Again, if you have difficulty in doing that, you are asked to seek assistance from the Complaints Coordinator.

The Principal may delegate the task of collating the information to another staff member but not the decision on the action to be taken. The decision in respect of this complaint will normally be made within 5 school days of the Principal receiving the complaint. If the Principal feels that it is necessary, within reason, to ask for additional time, you will be informed.

Possible outcome of your complaint:

- An apology
- An explanation
- An admission that the situation could have been handled differently or better an assurance that the event complained of should not recur;
- An explanation of the steps that have been taken to ensure that it should not happen again; an undertaking to review policies in light of the complaint.

### **Stage Three:**

If a complainant is not satisfied they should put their complaint in writing to the Complaints Coordinator for the attention of the Chair of the Local Governing Body. The chair will refer the matter to the SAT within 5 working days. The SAT will assemble a panel, including independent representatives who have not been previously involved, to hear the complaint in full.

The Panel can:

- 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

The Complaints coordinator will remain the contact point for the complainant and will set the date, time and venue of any hearing, ensuring that the dates are convenient to all parties including the complainant and that the venue and proceedings are accessible.

The Clerk to the Governors, or a suitable alternative person, will attend the Panel meeting and will record the proceedings. All recordings, outcomes and recommendations of the meeting will be available in writing to the complainant, and where relevant the person who the complaint is about.

All complaints, statements or records submitted to the school are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act requests them.

All complaints are dealt with in accordance of the standards set out in The Education (Independent School Standards) Regulations 2010

**COMPLAINT REPORTING FORM**

Please complete in **BLOCK CAPITALS** and return to the Complaints Coordinator, **Cheryl Hurst** who will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>	
<b>Student's name</b>	
<b>Your relationship to the student</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Day time telephone number</b>	
<b>Evening telephone number</b>	
<b>Please give details of your complaint</b>	
<b>What action, if any, have you already taken to try and resolve your complaint? (To whom did you speak to and what was the response?)</b>	
<b>What actions do you feel might resolve the problem at this stage?</b>	
<b>Are you attaching any paperwork? If so please give details.</b>	

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

<b>For official use only</b>	
Date acknowledgement sent	
Acknowledgement sent by	
Complaint referred to	
Complaint referred on (date)	