

# **Complaints Policy**

**Member of SLT Responsible for Policy: M.Hooson**

**Date: July 2016**  
**Review Date: July 2017**

# SHREWSBURY ACADEMIES TRUST

## SHREWSBURY ACADEMY

### COMPLAINTS PROCEDURE

#### **Part 1**

##### **Concerns/Complaints**

Those who wish to raise concerns or to complain about issues in school should consider raising the matter, firstly, with the Form Tutor, Head of Department, Assistant Head or Headteacher. This could be done in writing or by making an appointment with the relevant member of staff. It would be hoped that most concerns and complaints would be addressed satisfactorily at this stage. Where the complaint is about the Headteacher, the complainant can contact the Chair of Governors. All concerns/complaints will be logged by the relevant member of staff and reviewed by SLT and Governors.

#### **Part 2**

##### **Formal Complaints Procedure**

###### **Stage One : Complaint Heard by Headteacher**

If the complainant(s) are dissatisfied with the outcome in part 1 of the complaints procedure and providing that they have not referred to the Headteacher in the first instance, they should do so at this point. The Complaints Procedure Form should be completed by the complainant(s) and sent to the Headteacher. The Headteacher would listen to the complainant(s) concern, see that a proper investigation was carried out and hopefully, be able to reach a satisfactory conclusion within five school working days.

###### **Stage Two : Complaint Heard by Chair of Governors**

If the complainant(s) are still unhappy with the situation they may request that their complaint be considered by the Chair of Governors. The Chair would advise the Principal/CEO of the complaint at this stage. The Chair of Governors would investigate the complaint and convey the outcome to the complainant within five school working days.

###### **Stage Three : Complaint Heard by the Local Governing Body Complaints Committee**

If the complainant(s) feels that their complaint still hasn't been resolved, they need to write to the Chair of the Local Governing Body Complaints Committee giving details of the complaint. The Chair would acknowledge receipt of the letter within a ten day period and would ask the Clerk to convene a Local Governing Body Complaints Committee meeting. The Committee would also include a person who is independent of the management and running of the academy. The complainant and the person

who is the subject of the complaint (if appropriate) is permitted to bring a supporter if they so chose.

#### **Stage Four : Principal/CEO/Trust Board**

Complainant(s) who are not satisfied by decisions made above re the complaint can make representations to the Trust Board. This should occur rarely and the Trust Board should be satisfied that stages 1-3 have been exhausted before considering a matter or that there are special reasons as to why they should hear a complaint.

When complaining to the Trust Board the complainant(s) should write to the Principal/CEO of Shrewsbury Academies Trust in the first instance stating their complaint and providing any supporting documentation. The Principal/CEO will arrange for the Clerk to the Trust Board to set up a meeting with the Trust Board's Complaints Review Committee at a mutually convenient time within twenty working days of the letter of complaint being received. The Trust Board's Complaints Review Committee will include a person who is independent of the management and running of the Academies Trust.

The Chair may request the attendance of representatives of any relevant bodies in order for them to both observe the meeting and/or provide advice at the considerations stage if necessary.

#### **Stage Five : Complaint directly to EFA**

Complainant(s) are entitled to complain directly to the EFA if they consider that their complaint has not been handled fairly and/or in accordance with the school's complaints policy. Complaints can only be considered once the school procedures have been completed fully.

The written complaint must include the following information :

- Details of the original complaint
- The judgement and action taken by the Governing Body
- Reasons for believing that the original complaint was not dealt with fairly and in accordance with the school's complaints procedure
- The expected or desired outcome

#### **Remit of the Complaints Committee/Trust Board's Complaints Review Committee**

- a) Dismiss the complaint in whole or in part.
- b) Uphold the complaint in whole or in part.
- c) Decide on the appropriate action to be taken to resolve the complaint.
- d) Recommend changes to the school system, or procedures, to ensure that problems of a similar nature do not occur.

### **The Role of the Clerk(s)**

The Local Governing Body Complaints Committee and the Trust Board's Complaints Review Committee will be clerked. The Clerk(s) will be the contact point for the complainant and be required to:

- a) Arrange the date, time and venue of any hearing ensuring that they are convenient to all parties.
- b) Collate any written material and send it to the parties in advance of the hearing.
- c) Meet and welcome the parties as they arrive at the hearing.
- d) Record the proceedings.
- e) Notify all parties of the committee's decision.

### **The Role of the Chair**

The Chair of the Local Governing Body Complaints Committee will check that the correct procedure has been followed and if a hearing is appropriate will notify the Clerk to make the arrangements.

### **The Role of the Principal/CEO (if referred to the Trust Board)**

The Principal/CEO will liaise with the Clerk to the Trust Board to arrange a hearing of the Trust Board's Complaints Review Committee

### **The Role of the Chair of the Local Governing Body Committee and Chair of the Trust Board's Complaints Review Committee**

The Chair of the Committee(s) should ensure that:

- a) The remit of the committee is explained to all parties and each party has the opportunity of putting their case without undue interruption.
- b) The issues are addressed.
- c) Key findings of fact are made.
- d) Complainant(s) and others who may not be used to speaking at such hearings are put at ease.
- e) The hearing is conducted in an informal manner with each party treating the other with respect and courtesy.
- f) The committee is open-minded and acting independently.
- g) No member of the committee has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure.
- h) Each side is given the opportunity to state their case and ask questions.
- i) Written material is seen by all parties. If a new issue arises, it would be useful to give all parties the opportunity to consider and comment on it.

### **Notification of the Committee(s) Decision**

A full response will be sent to the complainant within seven school working days, or if a complete answer still cannot be given the complainant will be told what is being done to investigate the complaint and how long this will take. The letter will explain further rights of appeal and to whom they will need to be addressed.

Reviewed by Governors' Complaints Committee : July 2016

Next Review Date : July 2017

**SHREWSBURY ACADEMIES TRUST  
SHREWSBURY ACADEMY**

**COMPLAINTS PROCEDURE FORM**

**Your name:**

**Pupil's name:**

**Your relationship to the pupil:**

**Your Address:**

**Day time telephone number:**

**Evening telephone number:**

**Please give details of your complaint:**

**What action, if any, have you already taken to try and resolve your complaint.  
(Who did you speak to and what was the response)?**

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

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

**Signature:**

**Date:**

**Official Use:**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**

**If you are not satisfied that your complaint has been handled properly you can contact the EFA (see stage 5 of the Complaints Procedure). Complaints can only be considered once the school procedures have been completed fully.**