



# **COMPLAINTS PROCEDURE**

## COMPLAINTS PROCEDURE

1. Any parent of the Academy School can make a complaint on an informal basis. We would anticipate that the complaint would be made to Garth Evans, Chloe Sandars or a member of staff. The complaint would be discussed with the parent and a solution proposed which would meet with the agreement of the parent. It is anticipated that such a solution would be proposed within 7 days of the complaint being made during term time. It may take longer outside of term time but no longer than 21 days
2. In the unlikely case that the parent of the pupil was not satisfied with the response to the complaint in accordance with 1) above, the parent has the right to put the complaint in writing under a formal procedure. In such circumstances the parent should write to the school's address for the attention of Garth Evans.
3. Garth Evans and Chloe Sandars would then consider the complaint, with other members of staff as appropriate, and would discuss the complaint with the parent in a formal meeting. Subsequent to the meeting, Garth Evans would write to the parent with a proposed course of action to meet the concerns of the parent. It is anticipated that Garth Evans would respond to such a complaint within 21 days of receipt of the complaint.
4. Should the parent not be satisfied with the response to the complaint made in 3 above, the parent may request that a hearing be held to consider the complaint and the School's response. The hearing would be held within 21 days of receipt of the parent's request.
5. The panel hearing the complaint will consist of three people not directly involved in the complaint and response so far and an independent expert who is unconnected with the school. It is likely that the independent expert would be from another school. All members of the Panel would be appointed by Garth Evans and Chloe Sandars. The parent concerned would be allowed to attend the panel hearing, together with someone else if desired.
6. The Panel will make findings and recommendations within 14 days of the hearing. A copy of these findings and recommendations will be sent by electronic mail or otherwise given to the complainant, Garth Evans, Chloe Sandars and anyone complained about, where relevant. A copy will be available for inspection at the school premise by the proprietor and the head teacher.
7. A written record of all complaints that are made in accordance with sub-paragraph 2 above will be maintained by the school which will set out: -
  - (i) whether they are resolved following a formal procedure, or proceed to a panel hearing; and
  - (ii) action taken by the school as a result of those complaints (regardless of whether they are upheld).
8. All correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 163 of the 2002 Act requests access to them.

## Complaints under the Complaints Procedure 2018/19

One informal complaint under clause 1 of the Complaints Procedure