

PROCEDURE FOR RESOLVING COMPLAINTS POLICY



Latest review undertaken on 19th January
2012

By the Personnel Sub-Committee

Ratified by the Full Governing Body on 23rd
February 2012

Next review: Spring term 2013

Introduction

From time to time parents may naturally have concerns about an aspect of their child's education. Often those concerns will resolve themselves, but on occasions parents may feel that the issue will need the Academy's help to be resolved.

As partners in your children's education the Academy wishes to work with you in the resolution of problems and this policy is designed to show what steps may be taken. The resolution of a concern can take three steps which are described in detail below.

An Informal Concern

On most occasions these can be resolved immediately by speaking to your child's class teacher. It may be necessary for you to make an appointment to speak to the teacher at a time which is convenient to both of you.

Please let the teacher know the nature of your concern when making an appointment so they can investigate further on your behalf.

The purpose of the meeting should be to establish a solution or agree to a plan of action to resolve the concern.

If the meeting fails to do so you should then make an appointment to see the Principal or Vice Principal.

The Principal will make further investigations on your behalf and meet with you to suggest a workable solution.

If, after a period of time, you feel the matter is not satisfactorily resolved, you may request a further meeting with the Principal or consider making the matter the subject of a formal complaint.

A Formal Complaint

A formal complaint should be written to the Chairman of Directors at the Academy's address.

Stage 1

The Chairman or Vice Chair of Directors will write to you to confirm receipt of your letter and will investigate the matter and fully reply within five working days. In some circumstances, the Chairman may ask another governor to carry out the investigation on their behalf.

In the unlikely event of this matter not being resolved then you have the right to request a formal hearing, to be held by an appropriate committee of the Governing Body.

A Formal Hearing

Stage 2

On receiving a formal request for this concern to go to the next stage, the Chairman of Directors will write to you within five working days to inform you of the date and time of the hearing, the names of the governors who will make up the panel and the details of the form the hearing will take.

Complaints against the Principal

If the complaint is against the Principal this should be expressed in writing to the Chairman of Governors who will respond within five working days to acknowledge receipt. The Chairman will then follow the procedures as described at Stage 2 above.

Please note that specific complaints regarding the following are not covered by this document:

Admissions

National Curriculum

Child Protection

**School Exclusions
Governors**

Special Educational Needs

Complaints about

Review :

This policy is to be reviewed annually. Next review will be Spring 2013