

# CITY ACADEMY NORWICH

## Complaints Policy and Procedure

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**COMPLAINTS POLICY AND PROCEDURE**

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## 1. Scope

This Complaints Policy is based on the principle that any concerns expressed by a pupil, parent, individual or organisation should be resolved as quickly as possible without the need to escalate to the formal stages of the procedure.

However, where resolution is not achieved and the complainant remains dissatisfied and wishes to take the matter further, the formal procedure for dealing with complaints will be followed. The four stages are:

- ❖ Stage 1 - Informal investigation of a concern.
- ❖ Stage 2 - Informal investigation of a concern by a Middle Leader
- ❖ Stage 3 - Formal complaint investigated by a Senior Leader
- ❖ Stage 4 - Formal complaint investigated by the Headteacher.
- ❖ Stage 5 - Complaint heard before a Complaint Panel.

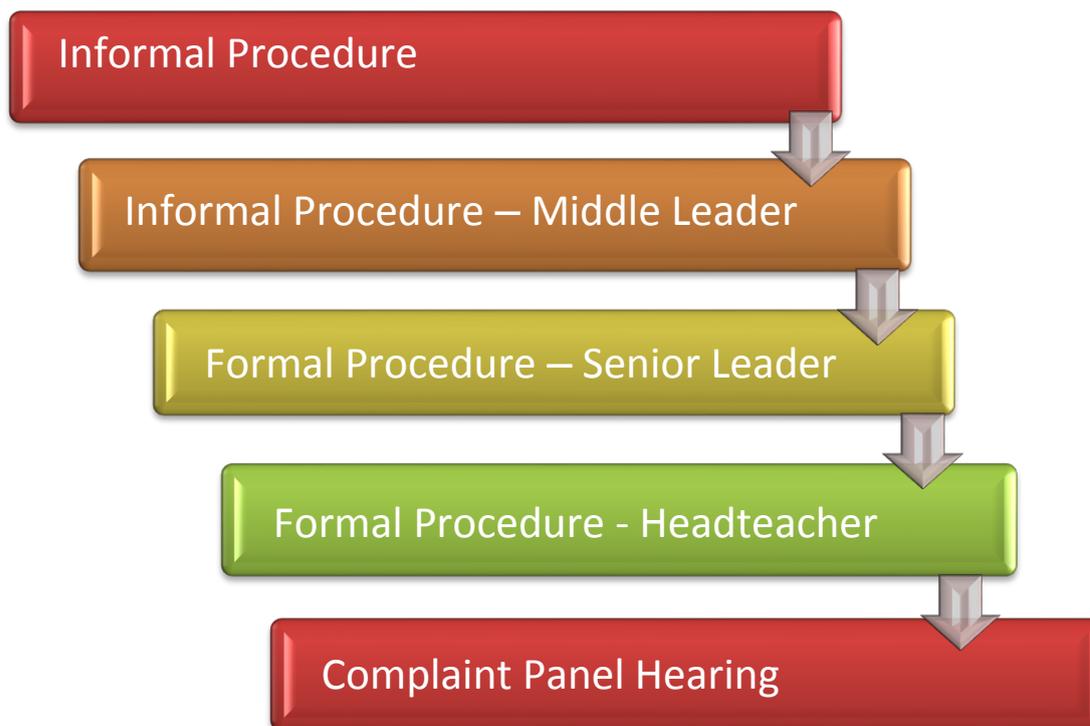
Complaints made by members of staff will be dealt with under separate grievance procedures applicable to employees. Complaints made by staff will not be dealt with under this Complaints Policy. Complaints made by local governors should be referred to the Chair of the Local Governing Body to be dealt with informally as an item for consideration initially and, if necessary, through the formal procedure set out in the Articles of Association. Complaints made by local governors will not be dealt with under this Complaints Policy.

Complaints made by contractors should be dealt with informally, but may be escalated where dispute resolution or a formal complaints process is included in the contractual agreement. Complaints made by contractors will not be dealt with under this Complaints Policy.

## 2. Policy

Concerns or complaints should be raised within three months of the incident or event to which the complaint relates (or, where the complaint relates to a series of incidents or events, within three months of the latest incident or event).

City Academy Norwich has five stages to its complaints procedure. The aim is to try to deal with the complaint, to the satisfaction of the complainant, at the earliest possible stage.



Only if the complaint cannot be resolved at the informal stage would it escalate to the formal stages. Only if the complaint cannot be subsequently resolved at the formal stages would it escalate to a Complaint Panel Hearing.

### **Principles of Investigating a Concern or Complaint**

The principles that will form the basis for all investigations of concerns and complaints will be that the person investigating the complaint:

- ❖ Has read this Complaints Policy to familiarise his or her self with the procedure;
- ❖ Is aware of the time limits that apply to the relevant stage and ensures that he or she complies with them;
- ❖ Establishes the nature of the complaint and what issues remain unresolved;
- ❖ Establishes what the complainant says has happened, who has been involved, and what the complainant feels would put things right;
- ❖ If necessary, interviews those involved in the matter, for example the complainant, pupils and

members of staff, including those complained about;

- ❖ Allows pupils and those complained about to be accompanied during interviews, if they wish;
- ❖ Keeps a written record of the interview, and asks the interviewee to sign and date it;
- ❖ Establishes relevant facts, on a balance of probabilities, based on evidence not speculation, and keeps a written record of these;
- ❖ Provides an effective response to the complaint, addressing all issues raised (including, where relevant, complaints about the way in which the complaint has been dealt with in the earlier stages);
- ❖ Ensures that the response to the complaint includes the appropriate redress, where necessary;
- ❖ Reports the complaint and the outcome of the complaint to the Senior Leadership Team so that services can be improved;
- ❖ Deals with investigation in an impartial, objective, fair and timely manner, keeping in mind the privacy of the parties involved.

### **Principles of Resolving a Concern or Complaint**

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. The way in which the concern or complaint is handled at the first point of contact can be crucial in determining whether it will escalate. Members of staff will regularly be made aware of the procedure in this Complaints Policy, so that they know what to do when a concern is raised with them.

At each stage of the complaints procedure, the investigator will consider how the complaint may be resolved. In considering how a complaint may be resolved, the investigator will give due regard to the seriousness of the complaint. It may be appropriate in order to bring the complaint to a resolution for the investigator to offer:

- ❖ An explanation;
- ❖ An apology;
- ❖ Reassurance that steps have been taken to prevent a recurrence of the events which led to the complaint;
- ❖ Reassurance that City Academy Norwich will undertake a review of its policies and procedures in light of the complaint.

None of the above will constitute an admission of negligence or an acceptance of liability on behalf of City Academy Norwich or the Trust.

## Principles of Notifying the Outcome of a Concern or Complaint

Once all of the facts have been established, the investigator will write to the complainant setting out all of the issues in dispute, the results of the investigation, the decision made, the reasons for the decision, and details of any action to be taken to resolve matters or prevent a reoccurrence.

Alternatively, the investigator may wish to meet with the complainant to discuss the outcome of the investigation, the decision made, the reasons for the decision and any action to be taken directly, in which case a full written record will be made of the meeting, which the complainant will be asked to sign and date.

The outcome of all concerns and complaints, whether dealt with formally or informally, will be recorded centrally by City Academy Norwich or the Trust. Examples of outcomes include:

- ❖ There was insufficient evidence to reach a conclusion, so the complaint cannot be upheld;
- ❖ The evidence did not substantiate the concern, so the complaint cannot be upheld;
- ❖ The complaint has been fully investigated and substantiated, either in part or full. A brief description will be given of the remedial action being taken by the Academy. Strictly confidential procedures such as staff disciplinary investigations or sanctions will be confidential.

## Time Limits

This Complaints Policy sets out the time limits for each stage of the complaints procedure. Those dealing with complaints will keep to these time limits. However, where a complaint is of a particularly complex nature, or further investigations are required to ascertain the facts, new time limits can be set. The complainant will be informed of any changes to the time limits with an explanation for the delay and confirmation of the revised date.

## Late Complaints

- ❖ Where a concern or complaint is raised more than three months after the incident or event (or where the complaint relates to a series of incidents or events, more than three months from the date of the latest incident or event), the Academy or Trust reserves the right to refuse to investigate the concern or complaint under the procedure in this Complaints Policy **if it appears reasonable and fair to do so, having regard to the circumstances surrounding the complaint.**
- ❖ Where the Academy or Trust decides that a concern or complaint, which was raised late, will not be investigated, the Academy or Trust will write to the complainant notifying them of the decision within **5 school days** of the concern or complaint being raised.
- ❖ If the complainant is unhappy with the decision not to investigate a concern or complaint that was raised late, the complainant may write to the Chair of the Local Governing Body at the Academy (or if the complaint relates to the Trust, then the Chair of the Trust Board) asking for the decision to be reviewed. The Chair of the Local Governing Body/Chair of the Trust Board will be provided with all documentation relating to the concern or complaint, together with the letter from the Academy/Trust to the complainant, and will review the decision made.
- ❖ The Chair of the Local Governing Body or Chair of the Trust Board will write to the complainant with the outcome of the review within **10 school days** of the date of their letter and will provide the Academy or Trust with a copy of the letter.

- ❖ If the Chair of the Local Governing Body or Chair of the Trust Board quashes the decision not to investigate the concern or complaint, it will be referred to the Academy or Trust to be dealt with under the procedure in this Complaints Policy in the usual way.
- ❖ If the Chair of the Local Governing Body or Chair of the Trust Board upholds the decision not to investigate the concern or complaint, the complainant may refer the concern or complaint to the Education Funding Agency using the procedure stated towards the end of this Complaints Policy.
- ❖ In exceptional circumstances, the Chair of the Local Governing Body or Chair of the Trust Board can delegate the responsibility for the review to their Vice-Chair.

### **Unreasonable, Vexatious and Repeated Complaints**

City Academy Norwich has a separate policy specifically dealing with unreasonable, vexatious and repeated complaints. Please refer to this for guidance.

### **Anonymous Complaints**

The Academy or Trust will not investigate anonymous complaints under the procedure in this Complaints Policy. Anonymous complaints will be referred to the Headteacher or COO who will decide what, if any, action should be taken.

## **3. Stages 1 & 2 - Informal Procedure – dealt with by class teacher (stage 1) or middle leader (stage 2)**

- ❖ The class teacher and other members of staff can deal with many concerns to the satisfaction of the complainant, without needing to deal with it formally. The Academy and Trust values informal meetings and telephone discussions as a way of improving its procedures and relations with parents.
- ❖ There is no rigid time-scale for resolving concerns and complaints at this stage, given the importance of dialogue through informal discussions; however, it is expected that most concerns will be resolved within **10 school days**. Should the nature or complexity of the concern mean that more time is required, the Academy or Trust will write to the complainant within **10 school days** informing them of the reason for the delay and confirming a revised date for resolution.
- ❖ Should informal meetings and telephone discussions appear unlikely to resolve the concern, either party may initiate a move to the Stage 3 for the complaint to be investigated formally. A copy of the formal complaint form in Annex 3 will be forwarded to the complainant for completion and return, together with a copy of this Complaints Policy.

## **4. Stage 3 – Formal Complaint Investigated by a Senior Leader**

- ❖ If the complainant is unhappy with the way in which the concern was dealt with informally, the complainant should complete the formal complaint form found in Annex 3 and return it to the Academy or Trust
- ❖ Upon receipt of a completed formal complaint form, the Headteacher or COO (for Trust complaints) will identify the appropriate member of staff to investigate the complaint under Stage 3. If the complaint is about a member of staff, a manager senior to that member of staff will normally investigate the complaint. If the complaint is very serious, the Headteacher or COO may escalate the complaint directly to Stage 5.

- ❖ The Academy or Trust will try to respect the views of a complainant who indicates that he or she would have difficulty discussing a complaint with a particular member of staff. In these cases, the matter will be referred back to the Headteacher or COO who may, if they feel it necessary, refer the complaint to another staff member for investigation.
- ❖ Where the complaint concerns the Headteacher, the complaint will be referred to the CEO. The Chair of the Local Governing Body will investigate the complaint under Stage 4 of this Complaints Policy.
- ❖ Where the complaint concerns a local governor, the complaint will be referred to the Chair of the Local Governing Body. The Chair of the Local Governing Body will investigate the complaint under Stage 4 of this Complaints Policy. Where the complaint concerns the Chair of the Local Governing Body, the Vice Chair of the Local Governing Body will investigate the complaint under Stage 4 of this Complaints Policy.
- ❖ Where the complaint concerns the CEO of the Trust, the complaint will be referred to the Chair of the Trust Board who will investigate the complaint under Stage 4 of this Complaints Policy. Where the complaint concerns the Chair of the Trust Board, the Vice Chair of the Trust Board will investigate the complaint under Stage 4 of this Complaints Policy.
- ❖ Where the first approach is directed to a local governor or trustee, they must refer the complaint to the Headteacher or COO who will allocate it to an appropriate member of staff for investigation under Stage 1 or 2 of this Complaints Policy. Local governors or trustees should not act unilaterally on an individual complaint outside the formal procedure or be involved at the early stages in case they are required to sit on a Complaint Panel at a later stage of the procedure.
- ❖ The member of staff considering the complaint will write to the complainant acknowledging the complaint within **5 school days** of receiving the formal complaint form. The acknowledgement will confirm which stage of the Complaints Policy the complaint is being investigated under, and will confirm the date for providing a response to the complaint. Following investigation of the complaint, the member of staff will write to the complainant confirming the outcome within **10 school days** of the formal complaint form being received. If this time limit cannot be met, the member of staff will write to the complainant within **10 school days** of the formal complaint form being received, explaining the reason for the delay and providing a revised date.
- ❖ The letter to the complainant should notify them that if he or she is dissatisfied with the outcome of the Stage 1 or 2 investigation of the complaint, they should write to the Headteacher within **10 school days** of receiving the letter asking for the complaint to be investigated under Stage 3 of this Complaints Policy. If no further communication is received from the complainant within 10 school days, the complaint will be deemed to have been resolved.

## **5. Stage 4 – Formal Complaint Investigated by the Headteacher/COO**

- ❖ If the complainant is unhappy with the outcome of the complaint under Stage 3, the complainant should write to the Headteacher at the Academy or the COO (for Trust complaints) asking for the complaint to be investigated under Stage 4 of this Complaints Policy.
- ❖ The Headteacher / COO will write to the complainant acknowledging the complaint within **5**

**school days** of the date that the letter was received from the complainant. The acknowledgement will confirm that the complaint will now be investigated under Stage 4 of this Complaints Policy, and will confirm the date for providing a response to the complaint. Following investigation of the complaint, the Headteacher/COO will write to the complainant confirming the outcome within **10 school days** of the date that the letter was received from the complainant. If this time limit cannot be met, the Headteacher/COO will write to the complainant within **10 school days** of the date that the letter was received from the complainant, **explaining** the reason for the delay and providing a revised date.

- ❖ The letter to the complainant should notify them that if they remain dissatisfied with the outcome of the Stage 4 investigation they should write to the Clerk to the Local Governing Body/Clerk to the Board of Trustees within **10 school days** asking for the complaint to be heard by a Complaint Panel under Stage 5 of this Complaints Policy. If no further communication is received from the complainant within 10 school days, the complaint will be deemed to have been resolved.
- ❖ In exceptional circumstances, the Headteacher/COO may delegate responsibility for investigating the complaint under Stage 4 of this Complaints Policy to a member of the Senior Leadership Team / Trust Executive Team. In these circumstances, it will remain the responsibility of the Headteacher/COO to monitor the progress of the investigation and write the letter of outcome to the complainant.

## **6. Stage 5 – Complaint Heard at a Complaint Panel Hearing**

- ❖ If the complainant is unhappy with the outcome of the complaint under Stage 4, they should write to the Clerk of the Local Governing Body at the Academy/Clerk to the Board of Trustees asking for the complaint to be heard before a Complaint Panel.
- ❖ The Clerk of the Local Governing Body/ Clerk to the Board of Trustees will write to the complainant acknowledging the request within **5 school days**. The correspondence will inform the complainant that:
  - the Complaint Panel Hearing will take place within **25 working days** of receipt of the complainant's letter
  - the Clerk to the Local Governing Body/Clerk to the Board of Trustees will arrange to convene the Complaint Panel Hearing, including appointment of the members.
  - the Clerk to the Local Governing Body/Clerk to the Board of Trustees will be the complainant's point of contact.

### **Appointment of the Complaint Panel**

- ❖ The Clerk of the Local Governing Body/ Clerk to the Board of Trustees will liaise with the Trust in arranging for the Complaint Panel to be appointed. The Complaint Panel will consist of three members, which may include the CEO. None of the three members of the Complaint Panel will have been involved in the incidents or events, which led to the complaint, have been involved in dealing with the complaint in the previous stages, or have any detailed prior knowledge of the complaint.
- ❖ One of the Complaint Panel members will be independent of the management and running of the Academy. This means that the independent Complaint Panel member will not be a Director of the Trust, a local governor of the Academy, or an employee of either the Trust or

the Academy. When appointing the independent Complaint Panel member, the Trust and the Academy will bear in mind the non-statutory advice of the Department for Education, which states:

*“Whilst we do not wish to be prescriptive about who schools should appoint as an independent person our general view is that people who have held a position of responsibility and who are used to analysing evidence and putting forward balanced arguments would be suitable. Examples of persons likely to be suitable are serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background and retired members of the police force might be considered by schools. Schools will of course have their own views.”*

- ❖ For the avoidance of doubt, a local governor of another Bohunt Trust Academy within the group may be the independent Complaint Panel member, as long as they are not an employee of that Academy or the Trust, and they are sufficiently removed from the management and running of the Academy to be considered truly independent.
- ❖ One or both of the other two Complaint Panel members can be a Director of the Trust or a local governor of the Academy, as long as they fulfil the requirements of the suitability paragraph above and are not an employee of the Academy.

### **The Academy or Trust Representative**

- ❖ The person who investigated the complaint under the most recent stage of the procedure will represent the Academy or Trust at the Complaint Panel Hearing. This will most usually be the Headteacher or COO however, it may on occasions be the Chair/Vice-Chair of the Local Governing Body, the Chair /Vice-Chair of the Trust Board or a member of the Senior Leadership Team/Trust Executive Team.
- ❖ If the complainant has complained about the way in which the complaint was investigated by that person (rather than simply disagreeing with the outcome of the complaint) then that person will not represent the Academy or Trust. The Academy or Trust will nominate another person to represent the Academy or Trust.

### **Convening the Complaint Panel Hearing**

The Clerk of the Local Governing Body/Clerk to the Board of Trustees will convene the Complaint Panel Hearing on a date and at a time, which is convenient to the complainant, the Academy or Trust's representative and the three Complaint Panel members. The Clerk of the Local Governing Body/ Clerk to the Board of Trustees will write to the complainant, the Academy or Trust's representative and the Complaint Panel members **at least 5 school days** before the Complaint Panel Hearing is due to take place confirming the date and time.

### **Witnesses**

- ❖ The complainant may seek to rely on the accounts of witnesses, which are relevant to the complaint. The complainant should ask witnesses to write down their account in a signed and dated statement and send it to the Clerk of the Local Governing Body/Clerk to the Board of Trustees **at least three school days** before the Complaint Panel Hearing is due to take place.
- ❖ The Academy may seek to rely on the accounts of witnesses, which are relevant to the complaint. Such witnesses may also include those persons who dealt with the complaint in the previous stages, if the complainant has complained about the way in which the complaint

was investigation (rather than simply disagreeing with the outcome of the complaint). Such witnesses should, if they have not already done so, provide a signed and dated statement of their account and provide it to the Clerk of the Local Governing Body/Clerk to the Board of Trustees **at least three school days** before the Complaint Panel Hearing is due to take place.

- ❖ The Complaint Panel will have the absolute discretion to decide whether a witness account is relevant to the complaint or whether a witness account is undisputed by the complainant or the Academy /Trust respectively. Where a witness account is irrelevant or undisputed, their attendance at the Complaint Panel will not be required.
- ❖ All witnesses, whether they are for the complainant or the Academy or Trust, will not be allowed to sit in on any part of the Complaint Panel Hearing except when they are giving their own verbal account or answering questions, upon conclusion of which they will be required to leave the room.

### **Documents**

The Clerk of the Local Governing Body/Clerk to the Board of Trustees will provide a copy of all correspondence, statements (including witness statements) and records relating to the complaint (including records made by those persons who investigated the complaint in the previous stages). These will be provided to the complainant, the Academy or Trust's representative and each Complaint Panel member **at least two school days** before the Complaint Panel Hearing is due to take place.

### **Attendance at the Hearing**

An interpreter or signer, as well as friend or relative, at the Complaint Panel Hearing, may accompany the complainant. The friend or relative will attend for moral support only and will not play any part in the Complaint Panel Hearing, unless invited to do so by the Complaint Panel if they believe it will improve the quality of the complainant's representations. The Complaint Panel Hearing is not a legal hearing and it is therefore not appropriate for either the complainant or the Academy to be legally represented.

### **The Clerk to the Complaint Panel**

A Clerk to the Complaint Panel will attend the Complaint Panel Hearing and keep a written record of the proceedings. The Clerk to the Complaint Panel will usually be the Clerk of the Local Governing Body/Clerk to the Board of Trustees, however another suitable person may be appointed to this role if they are not available.

### **Procedure at the Complaint Panel Hearing**

The Complaint Panel Hearing will proceed as follows:

- ❖ The Clerk to the Complaint Panel will greet the complainant, the complainant's supporter and the Academy or Trust representative and welcome them into the room where the Complaint Panel has convened (witnesses will remain outside of the room until they are called in to give their account);
- ❖ The complainant will be invited by the Complaint Panel to give an account of their complaint;
- ❖ The Academy or Trust representative will be invited to ask the complainant questions, if any;
- ❖ The Complaint Panel will ask the complainant questions, if any;

- ❖ The complainant's relevant first witness will be invited into the room to give an account of what they saw or know;
- ❖ The Academy or Trust representative will be invited to ask the complainant's witness questions, if any;
- ❖ The Complaint Panel will ask the complainant's witness questions, if any;
- ❖ The complainant's witness will be asked to leave the room;
- ❖ If the complainant has any further relevant witnesses, they will be invited into the room individually to provide their accounts and be questioned as outlined above;
- ❖ The Academy or Trust representative will be invited by the Complaint Panel to respond to the complaint and make representations on behalf of the Academy or Trust;
- ❖ The complainant will be invited to ask the Academy or Trust's representative questions, if any;
- ❖ The Complaint Panel will ask the Academy's or Trust's representative questions, if any;
- ❖ The Academy or Trust's relevant first witness will be invited into the room to give an account of what they saw or know;
- ❖ The complainant will be invited to ask the Academy or Trust's witness questions, if any;
- ❖ The Complaint Panel will ask the Academy or Trust's witness questions, if any;
- ❖ The Academy or Trust's witness will be asked to leave the room;
- ❖ If the Academy or Trust has any further relevant witnesses, they will be invited into the room individually to provide their accounts and be questioned, as outlined above;
- ❖ The complainant will be invited by the Complaint Panel to summarise their complaint;
- ❖ The Academy or Trust's representative will be invited by the Complaint Panel to summarise their response to the complaint and the Academy or Trust's stance;
- ❖ The Complaint Panel Hearing will conclude and the complainant and the Academy or Trust's representative will be asked to leave.

## **The Complaint Panel's Decision**

The Complaint Panel will meet in private, either immediately after the Complaint Panel Hearing or on a subsequent date, and will consider all of the documentation and everything that they have heard at the complainant Panel Hearing and make:

### **Findings of Fact**

The Complaint Panel will decide which facts are established to be true, on a balance of probabilities (i.e. more likely than not). If a fact is not deemed relevant, the Complaint Panel will not consider it further. The Complaint Panel will make a written record of the facts that have been established, those that have not been established and those, which are not relevant, with reasons.

### **Recommendations**

The Complaint Panel will consider the facts, which they have established and will make recommendations based upon them. These recommendations may be aimed at achieving reconciliation between the parties (for example, a written apology), improving procedures or preventing a recurrence in the future. The Complaint Panel will keep a written record of their recommendations, with reasons.

## **Notification of the Complaint Panel's Decision**

The Clerk to the Complaint Panel will write within **10 school days** of the Complaint Panel Hearing to the:

- **Complainant;**
- **The Academy or Trust's representative;**
- **Any person complained about;**

The letter will identify the issues complained about, and will confirm the Complaint Panel's findings of fact and recommendations, if any, with reasons. The letter will also confirm that, if the complainant believes that this Complaints Policy does not comply with the Regulations, or that the Academy has not followed the procedure outlined in this Complaints Policy, the complainant may refer their complaint to the Education & Skills Funding Agency for consideration.

The Clerk to the Complaint Panel will also ensure that the Trust, the Local Governing Body and the Headteacher make a copy of the Complaint Panel's findings and recommendations available for inspection on the School premises.

## **7. Complaints Referred to the Education & Skills Funding Agency**

If the complainant is unsatisfied with the outcome of the school's complaints procedure, they can refer their complaint to the ESFA. The ESFA will check whether the complaint has been dealt with properly by the school. The ESFA will not overturn a school's decision about a complaint. However, it will look into:

- Whether there was undue delay, or the school did not comply with its own complaints procedure
- Whether the school was in breach of its funding agreement with the secretary of state
- Whether the school has failed to comply with any other legal obligation

If the school did not deal with the complaint properly, it will be asked to re-investigate the complaint. If

the school's complaints procedure is found to not meet regulations, the school will be asked to correct its procedure accordingly.

The ESFA have published guidance on their procedure for dealing with complaints about academies. The guidance document asks for complaints to be submitted via the following methods:

- via the Department for Education's school's complaints form (available on their website)
- by post to Ministerial and Public Communications Division Department for Education Piccadilly Gate Store Street Manchester M1 2WD

## **8. Administrative Matters**

### **Records**

The Academy and Trust will keep a central record of all concerns and complaints received, whether they were dealt with informally or formally and whether the complaint was resolved at each relevant stage, or proceeded to the next stage in the procedure; and any action taken by the Academy or Trust as a result of complaints regardless of whether they are upheld

### **Confidentiality**

The Academy will keep all correspondence, statements and records relating to individual complaints confidential, except where the Secretary of State or a body authorised to conduct a school inspection requests access to them under section 109 of the 2008 Act.

### **Publication**

This Complaints Policy will be reviewed annually and published on the Academy and Trust websites, as well as being made available to pupils, parents and other individuals or organisations on request.

## **Annex 1 – Complaint Panel Hearing Principles**

### Guiding Principles

- ❖ It is essential that the Complaint Panel Hearing is independent and impartial. No person may sit on the Complaint Panel if they have had a prior involvement in the complaint or in the circumstances surrounding it, or any previous knowledge of the complaint's progress through the previous stages, or any previous knowledge of the complainant.
- ❖ The aim of the Complaint Panel Hearing will always be to resolve the complaint and achieve reconciliation between the Academy/Trust and the complainant. However, it has to be recognised the complainant might not be satisfied with the outcome if the Complaint Panel does not find in their favour. It may only be possible to establish the facts and make recommendations, which may satisfy the complainant that his or her complaint has been taken seriously.
- ❖ An effective Complaint Panel will acknowledge that many complainants and witnesses, especially children, will feel nervous and inhibited in a formal setting. Parents often feel emotional when discussing an issue that affects their child. The Complaint Panel will ensure that the proceedings are as welcoming and informal as possible, while keeping in mind that the proceedings must be fair and follow the rules of natural justice.

## **Annex 2 – Formal Complaint Form**

**Please complete and return to the Academy/Trust who will acknowledge receipt and explain what action will be taken.**

**Your name:**

**Pupil's name (if applicable):**

**Your relationship to the pupil:**

**Address:**

**Postcode:**

**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 (for example, who have you spoken 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:**