



COMPLAINTS POLICY

Crofton Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

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1. INTRODUCTION

1.1 **Crofton Academy** aims to do the best for all of its pupils. Any comments you have will be helpful to us to ensure that we achieve our aims. We all like to hear praise about our work and any compliments will be very welcome, but equally if you have a problem and want to express that concern we want you to tell us about it.

1.2 Sometimes a phone call or a visit to discuss your concerns will resolve the problem or put right something which has been bothering you. If you are dissatisfied about the way your child is being treated or lack of action by us please let us know.

1.3 What we will do if you do complain:

- We will deal with your complaint honestly, politely and in confidence
- We will look into your complaint thoroughly and fairly
- We will deal with your complaint and within agreed timeframes
- At each stage we will keep you up to date with progress
- We will tell you what we are going to do to put things right

2. HOW TO MAKE A COMPLAINT

2.1 We ask that in the first instance complaints are made informally so that they can be dealt with quickly and we can put things right or explain to you what has happened. There are Three Stages available to parents/guardians wishing to make a complaint which are detailed in this document. These stages are shown in brief in Appendix 1 of this document.

3. STAGE 1 – INFORMAL COMPLAINT

3.1 If you are not happy about something, or you do not understand why we are doing something in a particular way, please make an appointment to come in to school and discuss it with us. It may be that you need to meet with your child's Group Tutor, Year Group Manager or other appropriate member of staff. If your concern involves special educational needs, you may also need to talk to the Special Educational Needs Co-ordinator (SENCO). It is best to make an appointment whenever possible.

3.2 It is important at this stage for the school to gather all the facts and information about the complaint or concern in order to help resolve the situation. It may be that it cannot be resolved at the time of your meeting and that the member of staff has to get back to you

either in person or via the telephone in order to relay their findings. In most cases it should be possible for that person to sort out your concerns. Where no satisfactory resolution has been found within ten school days there is a next step for you to follow.

4. STAGE 2 - IN WRITING

4.1 If you are not happy with how your complaint has been dealt with informally, you can complain formally in writing. Correspondence should be addressed to the Headteacher who will investigate your complaint/concern and reply to you in accordance with these procedures.

4.2 It is likely that the Headteacher will be aware of your concern and is already involved in looking into it, it may be that your letter is the first he is aware of it. In either case the Headteacher will investigate the complaint fully and consider the outcome of your initial meeting. It may be that the Headteacher designates another member of staff to investigate the complaint and collate some of the information from all parties involved.

4.3 Your letter will be acknowledged within three working days of receiving the Stage 2 complaint and a target date for providing a response will be given (usually within ten school days).

4.4 The Headteacher will provide an opportunity for you to meet with him to supplement the information provided. At this meeting you can be accompanied by a third party and likewise the Headteacher maybe accompanied by another member of staff to record the meeting.

4.5 Once all relevant facts have been established the Headteacher will then produce a written response to the complainant including a full explanation of the decision and the reasons for it. Where appropriate this will include what action the school will take to resolve the complaint.

4.6 Where the original complaint concerns the Headteacher arrangements will be made for the proceedings under this Stage 2 to be taken by a member of the Governing Body (usually the Chair of Governors).

5. STAGE 3 – CONSIDERATION BY A COMMITTEE OF THE GOVERNING BODY

5.1 If you are not happy with the response received from the Headteacher you should then write to the Chair of Governors. It is unlikely that any complaint will progress to this stage orally as

a written statement will be required clearly setting out the grounds for the complaint and be supported by witness statements.

- 5.2 The Chair will acknowledge receipt of a complaint within five working days.
- 5.3 The Chair will invite further written statements from the complainant and the school at least eight days prior to the complaint hearing. All parties involved should then receive copies of all documents at least five days prior to the meeting. All parties have a right to be accompanied.
- 5.4 You will be invited along to a sub-committee of the school governors to present your case. This committee will be impartial and consist of at least three people not directly involved in the matters detailed in the complaint and one of whom will be independent from the running and management of Crofton Academy. Members of this committee will have no prior knowledge of the complaint in question.
- 5.5 Complainants should be available to attend and be accompanied at that hearing. The Headteacher is required to attend the complaints hearing.
- 5.6 The Committee's findings will be recorded and a copy of the results and any recommendations will be sent to both the Complainant and the other party/parties involved in the complaint with the outcome within fifteen school days.
- 5.7 A written report of recommendations and actions taken must be presented to the school's Full Governing Body at the next meeting.

6. FURTHER ACTION

- 6.1 Investigation into any complaint is the responsibility of the governing body of the school and every reasonable step will be taken by them to ensure these procedures are followed. However if a complaint cannot be resolved by this process, and following the Governing Body Committee's decision a complainant is still not satisfied they should contact:

Education Funding Agency, Academies Centre Unit (Academy Complaints) details of which appear on their website at <http://www.education.gov.uk>. Alternatively you can write to Academies Central Unit (Academy Complaints), Education Funding Agency, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH or telephone the DfE Public Communications Unit on 0370 000 2288.

7. COMPLIANCE

- 7.1 This document procedure is compliant with Section 7 of The Education (Independent School Standards) (England) Regulations 2010.
- 7.2 All documentation relating to complaints will be kept confidential except where the secretary of State or a body conducting an inspection under Section 162A of the Education Act 2002 requests access to them.

COMPLAINTS PROCEDURE IN BRIEF

