

The Learning Academy Trust

Complaints Procedure

General principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the academy, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances
- To enable a proper investigation, concerns or complaints should be brought to the attention of the academy as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

Raising a concern or complaint

1. Informal stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment, requested via the academy office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Principal (or to the Chair of the Governing Body, if the complaint is about the Principal).

If you are uncertain about who to contact, please seek advice from the Academy office or the Secretary to the Governing Body.

2. Formal Stage

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Principal, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Principal, your complaint should be passed to the Secretary to the Governing Body, for the attention of the Chair of the Governing Body.

A Complaint Form is provided to assist you.

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the Academy to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the Academy office. The envelope should be addressed to the Principal, or to the Secretary to the Governing Body, as appropriate.

The Principal (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Principal (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any

case you should learn in writing, usually within 5 days of the Academy receiving your formal complaint, of how the Academy intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the Governing Body reviews the process followed by the Academy, in handling the complaint. Any such request must be made in writing to the Secretary to the Governing Body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form is provided for your convenience.

Review Process

Any review of the process followed by the Academy will be conducted by a panel of three members of the Governing Body. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

[Please complete this form and return it to the Academy office]

Trenance Learning Academy: Meeting Request Form

I wish to meet [] to discuss the following matter:

Brief details of topic to be discussed:

Dates/times when it would be most convenient for a meeting:

Your Name:

Relationship with Academy (e.g. parent or pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your Address:

Telephone Numbers: Daytime: Evening:

e-mail address:

Academy Use:

Date Form received: Date response sent:

Received by: Response sent by:

Please give concise details of your complaint, (including dates, names of witnesses etc...) to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.

Number of additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

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

School Use:

Date Form received:

Received by:

Date acknowledgement sent: Acknowledgement sent by:

| | | | |
|------------------------|--|--|--|
| Complaint referred to: | | | |
| Date: | | | |

Trenance Learning Academy: Complaint Review Request Form

Please complete this form and return it to the Principal (or Secretary to the Governing Body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Your Address:

Telephone Numbers: Daytime:

Evening:

e-mail address:

Dear Sir

I submitted a formal complaint on the Academy on and am dissatisfied by the procedure that has been followed.

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and of the response(s) from the Academy.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of additional pages attached =

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

Signature Date

School Use:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

| | | | |
|----------------------|--|--|--|
| Request referred to: | | | |
| Date: | | | |

Annex 3: Governing Body Meetings

a. Complaints Panel

If the Academy receives a formal complaint about one of the limited number of matters, that is not dealt with by another statutory process, it may be necessary to convene a Governing Body panel to consider the matter and formulate a response.

The complaint is likely to relate to matters such as:

- The content or the application of a Governing Body policy
- Academy facilities
- Services that the Academy provides

If a Governing Body committee already has delegated power with respect to a policy that is being complained of, a panel of members from that committee should be convened. Otherwise the Secretary should convene a panel of 3 governors, who have not previously been involved with the complaint.

The complainant should submit the details of their concerns, in writing, to the Secretary. The Secretary will seek similar written responses from the Academy, where this is necessary.

A meeting of the panel will take place, usually within 10 school days, to consider the matter. The complainant (who may be accompanied by a friend if they wish) and representative(s) from the Academy (who may also be accompanied by workplace colleagues or representatives from their professional associations) may be invited to attend this meeting in order to clarify the matter. As the panel meeting is intended to be investigatory, rather than adversarial, the persons giving evidence or making representations to the panel will normally attend separately.

When the panel has collected sufficient information, it will deliberate and then inform the complainant, the Principal and the Governing Body of the outcome, in writing.

Consideration of the complaint by the Governing Body and the Academy, save for any actions that are agreed, will terminate at this point.

If the complainant is not satisfied that the appropriate procedure has been followed, they may request a review of that process by another panel of the Governing Body.

b. Review Meeting

Any review of the process followed by the Academy will be conducted by a panel of 3 members of the Governing Body. This will usually take place within 10 school days of receipt of a written request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests, from any of the parties, to make oral representations should be considered sympathetically.

The panel will first receive written evidence from the complainant.

The panel will then invite representatives of the Academy (usually the Principal or the Chair of the Governing Body panel that has considered the matter), as appropriate, to make a response to the complaint.

The panel may also have access to the records kept of the process followed.

The complainant and the Academy representative(s) will be informed in writing of the outcome, usually within 5 school days of the panel meeting.

The matter will then be closed as far as the Academy is concerned.