

Re-approved: July 2016

Review Date: June 2017

Complaints Procedure for Parents/Carers

Introduction

This document sets out Trinity Academy's formal procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the School or the education provided, please discuss the matter with your child's class teacher or Headteacher at the earliest opportunity. Trinity Academy considers any concerns very seriously and most problems can be resolved at this stage. This procedure is for parents/carers who currently have children at the Academy. Removing children from the Academy forfeits the access/continuation of these procedures

Aims and Objectives

Trinity Academy will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed and aim to resolve it through open dialogue and mutual understanding.

Framework of Principles

This Complaints Procedure is designed to:

- Be easily accessible.
- Be simple to use and understand.
- Be impartial and non-adversarial.
- Allow swift handling with established time-limits for action and keeping people informed of the progress.
- Ensure a full and fair investigation by an independent person where necessary
- Respect people's desire for confidentiality, wherever possible, although some information sharing may be necessary to carry out a thorough investigation.
- Address all points of issue, providing an effective response and appropriate redress, where necessary.
- Provide information to the Academy's senior management team so that services can be improved.

Formal Complaints Procedure

Stage 1

If you feel that a concern has not been addressed through informal discussion with the Academy and you wish to have the matter formally investigated by an appropriate person from the Academy, please set out the details on the attached form. If you would like help, the Academy will be happy to provide the assistance of someone unconnected with the complaint.

The matter will be investigated by the Headteacher, or their delegated representative, if it is about:

- the day-to-day running of the Academy.

- the interpretation of Academy policies.
- the actions or inactions of staff at Trinity Academy.

If the matter is about the Headteacher then, it will be investigated by a nominee of the Board of Trustees.

The person investigating your complaint will write to you reporting the findings and recommendations of this investigation within 15 working days of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, but you are not entitled to know which procedure or the final outcome.

Stage 2

If you are not satisfied with the result from Stage 1, you may choose to refer your complaint to Stage 2 of the procedure. This must be done in writing to the Academy within 15 working days of the completion of Stage 1.

At this Stage the complaint will be considered by the Board of Trustees or an appropriate nominee, depending on who carried out the investigation in Stage 1, and the complainant will be informed in writing of the results of this review:

The general principle is that the Academy should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the Academy's procedure. If there are any concerns, the Headteacher may be asked to re-open the investigation. The complainant will be kept informed of any delay.

If the complainant is not satisfied after the Board of Trustees or nominees have completed their review you can request that Stage 3 of the procedure is enacted. This must be done in writing to the Academy within 15 working days of the completion of Stage 2.

Stage 3

Stage 3 will be carried out by a panel of nominees who will meet to consider the complaint and make a final decision about it on behalf of Trinity Academy.

In Stage 3, the panel will consist of at least 3 persons who have no detailed prior knowledge of the complaint, or connection with the complainant with at least one person independent of both the Academy and the Board of Trustees. The meeting will take place within 28 working days of your request.

You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if you wish, to put your case. The Headteacher will be given the same opportunities.

The panel will write sending the findings and recommendations to the complainant and, where relevant, the person complained about, making them available to the Board of Trustees and Headteacher within 5 working days of the meeting. The decision of the panel is final.

If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education.

Confidentiality

All conversations and correspondence will be treated confidentially. Personal information will only be shared between staff and governors on a 'need to know' basis. Confidentiality will be maintained within the Board of Trustees to ensure sufficient Trustees have no prior knowledge of the complaint to enable a complaints panel to be convened, if required.

Records of complaints

Trinity Academy will retain written records of all complaints, including details of the final outcomes. These records will be kept separate from pupils' personal files

Monitoring and Review

The Board of Trustees will monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher will log all formal complaints received by the Academy and record how they were resolved. The Headteacher and the Board of Trustees will examine this log on an annual basis and consider the need for any changes to the procedure.

Availability

A copy of this procedure will be made available to all parents on the school's website or, on request, a hard copy can be obtained from the Academy.

Review: To be reviewed annually by the Board of Trustees.

Appendix 1

Please complete and return to Headteacher who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day 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.
(Who did you speak to and what was the response)?**

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

Signature:

Date:

Official use only

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Copy sent to the Chair of the Board of Trustees:

Date: