



SCHOOLS COMPANY

COMPLAINTS POLICY

**This Policy was adopted by the Governing Bodies of
SchoolsCompany Devon Academies in
June 2017**

Review date: 12th June 2017

Signature: A Mitchell

Next review: May 2018

Policy Statement

Each day, SchoolsCompany Devon Academies make many decisions and work hard to do the best for all the students in our care.

We are committed to continuous improvements and therefore your feedback is helpful for future planning. You may not necessarily wish to make a complaint but have a concern about a particular aspect of the Academy in which case we encourage you, in the first instance, to talk to us about the issue.

The 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.

Our Promise to You

- You will receive a response within 24 hours of receipt or next working day, even if this is a courtesy call to acknowledge receipt of your complaint.
- Your complaint will be dealt with honestly, politely and in confidence.
- If your complaint is urgent, we will try to deal with it more quickly.
- We will keep you up to date with progress at each stage.
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal complaints within 28 working days.
- The Academy will keep a copy of all complaints made in a complaints log.

How to make a Complaint

First

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing.

We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation.

If there is something you are not happy about, or you do not understand why we are doing something in a particular way, please come in and discuss it with the class teacher or other appropriate member of staff, such as the Special Educational Needs Coordinator (SENCO) if it is about special needs/learning support.

We know that it can feel uncomfortable to question or challenge but if you do not tell us what is worrying you, we cannot explain what we are doing or try to put it right.

The Academy will always try to direct your complaint to the right person in the Academy so that they can deal with it promptly and effectively.

If you know the part of the Academy, which is relevant to your complaint, or the name/title of an appropriate member of staff, please make your complaint direct to them in the first instance (referring to this Complaints Policy would be helpful).

If the person you talk to cannot help, you then ask to speak to the Principal.

You should be able to sort out your concerns but sometimes this is not possible. In this case, there is a next step.

Second

If you are not satisfied with the way your complaint has been dealt with at Stage 1, then you can formally complain by writing or completing the Formal Complaint Form (Stage 2 Complaints Procedure), available from the Academy (see Appendix 1 to this Policy).

Send your letter/form to the Executive Principal of SchoolsCompany Trust, via the Clerk to the SchoolsCompany Trust by confidential email (email address: Nicola.Taylor@schoolscompany.co.uk)

The Executive Principal will then arrange for your complaint to be investigated and considered and will reply within 10 working days to inform you of progress in dealing with your complaint and to explain what will happen next.

When your complaint is fully investigated, you will be told of the outcome in writing.

Third

If you are not satisfied with the way your complaint has been dealt with at Stage 2, your complaint will progress to the final stage and be heard by a panel (one member of which is independent of the management and running of the Academy).

You will of course be allowed to attend and be accompanied at the panel hearing if you wish.

In the case of complaints about Special Educational Needs, the National Curriculum or Collective Worship, you can complain further to the Local Government Ombudsman (LGO).

You can contact their Advice Team on 0300 061 0614 or 0845 602 1983 (8.30am to 5.00pm, Mondays to Fridays) or complete an online complaints form available from their website www.lgo.org.uk

Time Limits

In order to investigate your complaint effectively, it is important that this is made as soon as possible after the event to which the complaint relates.

Generally, the Academy will investigate complaints that are:

- made within six months of the event

- made within six months of the complaint realising that they have cause for complaint, as long as that is no more than twelve months after the event itself.

It is unlikely that the Academy will investigate a complaint made more than twelve months after an event has occurred.

In exceptional circumstances, the Academy will have the discretion to extend these time limits where it would have been unreasonable for the complaint to be made earlier and where it is still possible to investigate the facts.

However, where the Academy chooses not to exercise its discretion in such circumstances, an appeal against this may be made to the Governing Body (under Stage 2 of the Complaints Policy/Procedure).

Complaints Policy Publication/Accessibility

The Governing Body have a statutory duty to publish the Complaints Policy.

In order to comply with this requirement, the Complaints Policy will be:

- Published on the Academy Website
- Available on request from the Academy Office
- Referred to in the Academy Prospectus
- Given to parents/carers in the Academy Induction Pack when their child joins the Academy.

If you would like a translated version of the Complaints Policy, or if you feel that you need support in making your complaint (for example, where translation services may be required, or because of a disability), then please let us know (via the Academy Office) so that we can make the necessary arrangements to help.

APPENDIX 1

SchoolsCompany Devon Academies Formal Complaint Form (Stage 2 Complaints procedure)

Name		
Address		
Telephone No	Day	
	Evening	
Email address		

What is your complaint about?

Have you complained to the Principal?	Yes	No
When did you do this?		

What happened when you complained to the Principal?

What would you like us to do to put things right?

Signature.....

Date.....

Please return to: **Clerk to Governors: Nicola.Taylor@schoolscompany.co.uk**