



FPTA Academies

COMPLAINTS POLICY

Ratified by the Trustees: June 2017

To be reviewed: June 2019

Policy on Dealing with Complaints from Governors, Pupils, Parents and Other Persons

This Policy describes the procedure to be followed if any interested party wishes to make a formal complaint about any aspect of the school. This includes complaints about the curriculum, but excludes complaints for which other statutory procedures exist [sex education, admissions, exclusions, special educational needs, staff grievance].

It is emphasised that the School will make every effort to resolve complaints in an informal manner. All serious concerns from parents or pupils should be raised as early as possible.

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction about the standards of service, actions or the lack of action by the Academy or its staff, affecting an individual pupil, person or group of pupils or people.

You may want to complain if you think:

- 🏆 we have not treated you fairly or politely; or
- 🏆 we have not done something we should have done; or
- 🏆 we have done something badly.

When we receive complaints we will:

- 🏆 deal with people courteously and in a sensitive and helpful manner
- 🏆 put things right where it is clear that we have not given the service that you have the right to expect
- 🏆 analyse complaints so that we can plan for the future by taking your views into account.

COMPLAINTS PROCEDURE

INFORMAL STAGE

You do not have to make a formal complaint if you are unhappy with any aspect of the Academy. The people who can best deal with any problems you have are the class teachers or member of staff dealing with you in this particular issue. Let them know that something is wrong and they will try to sort it out straight away, wherever possible.

FORMAL STAGE ONE

If things cannot be resolved, or if you are still unhappy with the way we are handling your concerns, you can make a formal complaint. This complaint should be made in writing to the member of staff with whom you have been dealing. Please use the 'Complaint Form' provided at the end of this document.

You should receive a written acknowledgement of your complaint within 5 school days and a written response within 10 school days. If your complaint cannot be resolved by then you should get a letter saying why not and giving you a new deadline for a full response.

FORMAL STAGE TWO

If you are unhappy with the outcome of stage one you can take the matter further and complain in writing to the member of staff's line manager – this person's name will be included in the initial written response. You should receive a written acknowledgement of your complaint within 5 school days and a written response within 15 school days after your complaint has been fully investigated. Please use the 'Complaint Form' provided at the end of this document.

FORMAL STAGE THREE

When a complainant is not satisfied with the response from the line manager they are entitled to take their complaint to the Headteacher. Please use the 'Complaint Form' provided at the end of this document.

The Headteacher will acknowledge the complaint within 5 working days and respond within 15 working days. The Headteacher may invite the complainant into a meeting if further details are required or if s/he feels this appropriate. This is at the Headteacher's discretion.

FORMAL STAGE FOUR

If a complainant is not satisfied by the response of the Headteacher or if their complaint is about the Headteacher, they are entitled to take their complaint to the Governing Body. Please use the 'Complaint Form' provided at the end of this document.

The Chair of Governors will review the complaint and provide a response within 15 school days.

If the Chair of Governors decides that a complaints panel hearing is needed to resolve the issues a minimum of three Governors should be selected to form the panel to investigate and consider the complaint. The Governors chosen should ideally have no knowledge of the details surrounding the complaint or of the Complainant themselves. If the Chair of Governors has been involved at the previous stage they cannot be involved in the complaints panel.

FINAL STAGE

In the unlikely event that the complaint remains unresolved the Complainant may refer their complaint to the CEO of the FPTA Trust, Mr Paul Jackson. A representative from the Trust will review the complaint and respond within 15 school days. The Trust may decide that a panel is needed to investigate a complaint. If this is the case there will be 3 members, one of whom is not connected to the Trust at all. The complainant will be invited in to make their complaint in person. The panel will respond within 15 working days.

THE REMIT OF THE COMPLAINTS PANELS

The panel can:

- 🏆 Dismiss the complaint in whole or part;
- 🏆 Uphold the complaint in whole or part;
- 🏆 Decide on the appropriate action to be taken to resolve the complaint;
- 🏆 Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

The aim of the hearing, which needs to be in private, will always be to resolve the complaint and achieve reconciliation between the academy and the Complainant. However, it has to be recognised that the Complainant might not be satisfied with the outcome if the hearing does not find in their favour. It may only be possible to establish the facts and make recommendations, which will satisfy the Complainant that his or her complaint has been taken seriously.

The committee should consider a decision based on the information and evidence presented to them. It should decide whether or not to uphold the complaint, suggest any actions, which may be taken to resolve the complaint and consider whether it would be appropriate to suggest a review of any academy policies in light of issues raised in the course of the complaint. The panel should reach a unanimous or majority decision on the complaint.

The Chair of the panel needs to ensure that the Complainant is notified of the panel's decision, in writing, with the panel's response. The letter needs to explain if there are any further rights of appeal and, if so, to whom they need to be addressed.

COMPLAINTS REGISTER

Each Academy will maintain a register of all formal complaints. These will be shared with the CEO of the Fort Pitt Thomas Aveling Trust.

FPTA Academy Trust COMPLAINT FORM

This form should be used in accordance with our 'Complaints Procedure' and relevant policies. (available on our website or in printed format, upon request). We will respond to your complaint within the timelines outlined in our 'Complaints Procedure'.

NAME(S):	DATE:
ADDRESS:	
TELEPHONE NUMBER:	
E-MAIL ADDRESS:	
PUPIL(S) NAME(S) (if relevant):	
YOUR RELATIONSHIP TO THE PUPIL(S) (if relevant):	

Please complete the following information in as much detail as possible in order for us to deal with your complaint effectively. Completed forms should be returned to the member of staff your complaint is against and/or the Headteacher (and the Chair of Governor, if necessary) at your earliest convenience.

DETAILS OF COMPLAINT:

SIGNED: _____

PAGE No. 1 OF ____

WHAT ACTION, IF ANY, HAVE YOU ALREADY TAKEN TO TRY AND RESOLVE YOUR COMPLAINT?
PLEASE STATE WHO YOU SPOKE TO AND WHAT THEIR RESPONSE WAS.

HAVE YOU ATTACHED ANY PAPERWORK OR EVIDENCE TO SUPPORT YOUR COMPLAINT? YES/ NO*
IF YES, PLEASE NUMBER ALL PAGES AND STATE WHAT YOU HAVE ATTACHED:

*delete as applicable

WHAT ACTION WOULD YOU LIKE US TO TAKE NEXT IN ORDER TO RESOLVE YOUR COMPLAINT?

WHAT OUTCOME DO YOU HOPE TO ACHIEVE FROM THIS COMPLAINT?

SIGNED: _____

PAGE **No. 2** OF ____

Additional pages may be attached and each page should be signed and numbered.