



Thomas Estley Community College



Cosby Primary School



Hallbrook Primary School



Richmond Primary School

Success Academy Trust Complaints Policy

This is a Trust wide policy adopted by all schools within the Success Academy Trust.

The academy schools with Success AT are committed to working in close partnership with all members of their community. Each academy places great value on the role which parents and carers can play in supporting children's learning. Staff and local governors actively encourage a positive relationship between the academy and the families of children who attend the academy. We also desire to have good relations with our neighbours and the wider community across the Trust.

Our policy is to:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- make sure everyone at [academy name] knows what to do if a complaint is received;
- make sure all complaints are investigated fairly and in a timely way;
- make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- gather information which helps us to improve what we do.

Where any concerns are raised we aim to resolve these as quickly and as efficiently as possible. Usually concerns that are raised can be resolved very quickly through the academy's day to day communication between parents and staff. However, for those situations where this is not the case, we have a more formal process to investigate and deal with complaints. Our complaints procedure is detailed on the following pages.

We will try to resolve every concern, difficulty or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing the Academy's systems and procedures in the light of the matters raised.

This procedure will apply to most general complaints received by the academy. It is not intended to cover those matters for which there is a specific statutory process to object, complain or appeal.

Who can raise a complaint?

Complaints may come from any person or organisation that has an interest in the academy. This policy does not cover complaints from staff who should follow the relevant internal policy.

Timescales for submitting a complaint

To enable a proper investigation, concerns or complaints should be brought to the attention of the academy as soon as possible, usually within three months. This time limit does not apply if it can be shown that there were good reasons for not making the complaint earlier and it is still possible to investigate the complaint properly.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Review

This policy is reviewed by [the Trustees every three years](#)

Adopted on: 16/05/2017

Thomas Estley Community College Complaints Procedure

Thomas Estley Community College is dedicated to providing the best possible education and support for all its pupils. However, we appreciate that there may be times when the academy has not met expectations. The complaint procedure is designed to ensure that concerns and complaints are properly investigated and are given careful and fair consideration.

Concerns or complaints should be raised within three months of the incident or event to which the complaint relates. The Academy reserves the right to refuse to investigate a concern or complaint outside of this timescale if it appears reasonable and fair to do so, having regard to the circumstances surrounding the complaint.

The academy has four stages to its complaints procedure. The aim is to resolve the complaint, to the satisfaction of the complainant, at the earliest possible stage.

Where the following procedure refers to the Principal, they may delegate any of these functions to a member of the senior leadership team, if appropriate. In exceptional circumstances, the Principal may commission an independent investigator to undertake an investigation on behalf of the academy.

Stage 1: Informal concern

An initial concern should be raised with the class teacher or the member of staff concerned. This can be done in writing, by telephone or in person by appointment. The vast majority of concerns can be dealt with at this stage. It would be helpful to identify at this point what outcome you are looking for in order for us to address your concern quickly and effectively.

If you are not a parent/carer of a child at our academy, please start at Stage 2 and make contact with the Principal to discuss your concerns.

Stage 2: Formal complaint to the Principal

If your concern is not resolved at the informal stage you can make a formal complaint to the Principal, within 10 school days of Stage 1 being concluded. Your complaint should usually be made in writing indicating your desired outcome from the complaint (a form is enclosed for this purpose).

Your complaint will be acknowledged within five school days and will include an indicative date for a written response. The Principal will be responsible for ensuring that your complaint is investigated appropriately. They may meet with you to clarify details of your complaint and the resolution that is being sought. The Principal will investigate the complaint further and make every effort to resolve the issue.

Dependent upon the nature of the issues raised, the matter will either continue to be dealt with through the academy complaints procedure, or by other procedures such as the disciplinary or safeguarding procedures. If this happens you will be informed of this fact but you will not be advised of the outcome of these proceedings.

On conclusion of the investigation the Principal will write to you with all appropriate information in relation to the complaint and information on any outcome(s). The response should also inform you of

the next stage of the procedure in case you are not satisfied with the way your complaint has been handled.

If your complaint is about the Principal, you should refer your formal written complaint to the chair of governors to be dealt with under Stage 3 of this procedure.

Stage 3: Formal complaint to the chair of governors

If you are dissatisfied with the Principal's response, or your complaint concerns the conduct of the Principal, then you can make a formal complaint to the chair of the Local Governance Board.

Your complaint should be made in writing to the Chair of the LGB, care of the academy, within 10 school days of the date of the Principal's response to you. Please provide a copy of the written complaint, a copy of the Principal's letter concluding Stage 2 and give details in writing of why you are not satisfied with the outcome.

At this stage the chair of the LGB will generally handle the complaint but can delegate this to a nominated local governor. In exceptional circumstances, the chair of the LGB may request a Trustee of Success AT or commission an independent investigator to undertake an investigation on behalf of the academy.

You will receive an acknowledgment of receipt of your complaint within five school days and an indicative timescale for response.

The governor will investigate the complaint and make every effort to resolve the issue. They may meet with you if they need clarification or further information is necessary.

On conclusion of the investigation you will receive a written response of the outcome reached and the process for appeal.

Stage 4: Formal complaint to the complaints panel hearing

If you remain dissatisfied with the response to your complaint you may request a complaints panel hearing by writing to the clerk to the local governance board at the school within 10 school days of the date of the letter notifying you of the outcome of Stage 3.

The clerk will write to acknowledge receipt of your complaint within five school days. The letter will explain the process which is to be followed and information about the how the panel will operate.

The clerk will convene a complaints panel and ask you to provide details of your appeal and any relevant supporting evidence.

The panel will usually comprise of at least three people not directly involved in the matters detailed in the complaint, for example, members of other Success AT LGBs – but one of whom must be independent of the management and running of the academy. If this is not possible for any reason, then alternative arrangements will be made and communicated to you.

The remit of the complaints appeal panel is to:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the academy's systems or procedures to ensure that problems of a similar nature do not recur.

You will be notified in writing of the panel's decision, usually within five days. The letter will confirm the end of the academy's and governors' involvement with the complaint and explain any further rights of appeal.

Further rights of appeal

If you have completed the local school academy procedure and are not satisfied about the handling of the complaint, you have the right to refer your complaint to the Trust Board of Success Academy Trust. Complaints to the Trust Board must be submitted via the Trust Principal c/o Thomas Estley Community College within 10 working days of the outcome from stage 4. Where local delegation is in operation, the Trust will consider complaints about academies that fall into the following areas:

1. Where there is undue delay or the academy did not comply with its own complaints procedure when considering a complaint.
2. Where the academy is in breach of its funding agreement with the Secretary of State.
3. Where an academy has failed to comply with any other legal obligation.

If local delegation is not in place, the Trust board would take responsibility of the Local Governance Board as detailed in the above stages.

If you have completed the Success Academy Trust's complaints procedure and you are still not satisfied about the handling of the complaint, you may have the right to refer your complaint to the Education Funding Agency (EFA).

Complaints to the EFA must be submitted online through the [schools complaints form](#) or by post to Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD

The EFA will usually only consider complaints about academies that fall into any of the following three areas:

- 1 Where there is undue delay or the academy did not comply with its own complaints procedure when considering a complaint.
- 2 Where the academy is in breach of its funding agreement with the Secretary of State.
- 3 Where an academy has failed to comply with any other legal obligation.

The EFA will not overturn an academy's decision about a complaint. However, if they find an academy did not deal with a complaint properly they will request the complaint is looked at again.

Complaints against an individual governor or trustee

If your complaint concerns the chair of the Local Governance Board or an individual local governor you should write to the clerk to the LGB of the school. The clerk will acknowledge receipt of your complaint within five school days. The letter will explain the process that will be followed and the expected timescale for response.

The chair of the Local Governance Board will consider complaints about an individual governor. Where local delegation is in place, the vice chair will consider complaints against the chair. If for any reason this is not appropriate, then another governor will be nominated.

If your complaint concerns a Trustee of the Board of Trustees, you should write to the clerk to the Trustees of Success Academy Trust c/o Thomas Estley Community College. The chair of the Trustees will consider the complaint about an individual Trustee. The vice chair will consider complaints against the chair. If for any reason this is not appropriate, then another Trustee will be nominated.

On conclusion of the investigation you will receive a written response detailing all appropriate information in relation to the complaint and information on any outcome(s). There will be no further right of appeal for complaints against an individual governor.

Timescales for response

Our aim is to address your complaint in a timely and efficient manner. However, there may be occasions when we are unable to achieve the timescale indicated. In this event, we will write to you outlining the reason for the delay and provide you with a new timescale for the conclusion of that part of the process.

Thomas Estley Community College Formal Complaint Form

Your name:	
Student's name:	
Your relationship to student:	
Address:	
Post Code:	Daytime Tel:
Mobile:	E-mail:
Please give concise details of your complaint:	

What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to, when and what was the response?):

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

Are you attaching any paperwork? If so, please give details.

Signed:

Date:

Official Use:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:

Date: