



Policy: Complaints Procedure

Our academy is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from any mistakes.

Under normal circumstances the Headteacher, or Head of Year, will be responsible for managing complaints. If a complaint is made against the Headteacher then the Academy Trust Board will conduct the investigation. (See Stage 3).

Section 29 of the Education Act 2002 states that the Trust Board of an academy shall establish procedures for dealing with all complaints relating to the academy, other than those to be dealt with in accordance with any other statutory provision.

This procedure does not cover concerns about the following, for which there are separate arrangements laid down by law:

- ☐ The academy curriculum, collective worship and religious education and the provision of information required by law
- ☐ Matters relating to the exclusion of pupils from academy where there are separate arrangements in place
- ☐ Academy admissions
- ☐ Home to academy Transport
- ☐ Statements and provision of special educational needs

Information about the above procedures is available from the Children's Services Complaints Team by telephoning 0191 5611296

Stage One- Initial contact with Academy

If a parent/carer has a complaint about some aspect of an activity or about the conduct of a member of staff, it will often be possible to resolve the problem by simply speaking with the individual concerned. As a academy we are committed to open and regular dialogue and we welcome all comments on its services, regardless of whether they are positive or negative.

In the first instance parents/carers are encouraged to speak to the relevant member of staff/Head of Year, if deemed appropriate. If not, the Deputy Headteacher should be approached and they will try to resolve the problem. (See below).

Stage Two - Formal Consideration of your Complaint

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Headteacher. Relevant names, dates evidence and other important information on the nature of the complaint should be included. As part of the academy's consideration of your complaint, you may be invited to a meeting to discuss the complaint. If you wish, you can ask someone to accompany you to help explain the reasons for your complaint.



The Headteacher will keep written and dated records of all meetings and telephone conversations and other related documentation.

If the Headteacher has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure the local Children's Services department is contacted, according to the procedure set out in the Child Protection Policy. If any party involved in the complaint has reason to believe that a criminal offence has been committed, then they will contact the Police.

The Headteacher will arrange a time to meet the parents/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and any response to it.

Stage 3 – Consideration by the Governing Body

If your concern has already been through Stages 1 and 2 and you are not happy with the outcome, or your complaint is in relation to the Head teacher, the next step is to make a formal complaint to the Academy Trust Board.

You should contact the academy's Clerk to the Governing Body, by letter or by e-mail, enclosing a copy of the written complaint originally submitted, indicating which matters remain unresolved. No new complaint may be included. Written correspondence should be sent to **Clerk to the Governing Body of Biddick Academy, c/o Governor Support Team, Civic Centre, Sunderland SR2 7DN. If you prefer to e-mail your complaint this can be sent to governor@sunderland.gov.uk. Upon receipt of the written complaint this will then be forwarded to the relevant academy governors.**

Your case may then be referred to a meeting of the Academy Trust Board Complaints Committee. The Complaints Committee will include one member of the Committee who is independent of the management and the Trust Board. The aim of a Complaints Committee meeting is to resolve the complaint and to achieve reconciliation between the academy and the parent(s)/carer(s). However, it may sometimes only be possible to establish facts and make recommendations, which will reassure you that your complaint has been taken seriously.

The format of such a meeting would be for you to attend to present your case and allow the governing body to take evidence. A separate meeting will then take place to allow the academy staff to do the same.

Should the Academy Trust Board agree to hold a Complaints Committee meeting, you will be informed of the date, time and place of the meeting by letter from the Clerk to the Committee. The letter will also explain what will happen at the meeting and inform you that you are entitled to be accompanied to the meeting. With agreement of the Chair of the Committee, the Headteacher may invite members of staff directly involved in matters raised by you to attend their meeting. As a general rule, no evidence or witnesses previously undisclosed should be introduced into the meetings by any of the participants.

The Clerk will send you and the Headteacher a written statement outlining the decision of the committee within two weeks.



Stage 4 - Complaint to the Secretary of State.

If you wish to pursue your complaint further, you can write to the Secretary of State including all correspondence from your complaint investigation so far.

The Secretary of State
Department for Children, Academies and Families
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT

Ofsted

As well as inspecting academy's and monitoring how they perform, Ofsted also consider complaints if they affect **the academy as a whole**. For example:

- ☐ The academy is not providing a good enough education
- ☐ The students are not achieving as much as they should, or their different needs are not being met
- ☐ The academy is not well led and managed, or is wasting money
- ☐ The student's personal development and well-being are being neglected.

You can contact Ofsted by calling their hot desk from 8am to 8pm Monday to Friday on 08456 404045 or by email to enquiries@ofsted.gov.uk

Staff on the helpdesk will discuss your concerns with you and advise you whether or not to put your complaint in writing to them. To make a formal complaint you can write to:

Enquiries
National Business Unit
Ofsted
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

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