

Complaints Policy

Reviewed by	Approved by	Date of Approval	Version Approved	Next Review Date
FGB	FGB	December 2016	December 2016	December 2019

Review every three years

Aims of our Complaints Policy

This policy outlines the procedures that should be followed if a complaint is made about any aspect of the Academy, or a member of staff within it. The prime aim of this policy is to resolve any complaint as fairly and speedily as possible and ensure that all formal complaints are dealt with in a sensitive, impartial and confidential manner.

Introduction

Westminster CE Primary Academy is committed to taking concerns and complaints seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. The following details outline the stages that can be used to resolve complaints.

Summary Overview

At the Academy, there are four stages of the complaints procedure. In summary they are as follows:

- Stage 1 (informal): concern heard by an appropriate staff member
- Stage 2 (formal): complaint heard by Principal;
- Stage 3 (formal): complaint heard by Chair of Governors
- Stage 4 (formal): complaint heard by GB's complaints appeal panel.

Stage 1 – Informal (Any appropriate member of staff)

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact with their child's class teacher. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days. The school will then look at your complaint at the next stage.

Stage 2 – Formal (Principal)

The Principal may delegate the task of collating the information to another staff member but not the decision on the action to be taken. The Principal will arrange for the complaint to be acknowledged within 5 school working days of receiving it and a meeting may be convened to discuss the matter further. Following the investigation the Principal will aim to provide a written response within 10 school working days of sending the acknowledgement. However if a complaint is more complex to review this can be extended to a maximum of 20 school working days. The school will provide you details of the new deadline and an explanation on the delay. If you are not satisfied with the result at stage 2 please write to or call the school within 10 school working days of getting our response. The school will then look at your complaint at the next stage.

Stage 3 – Formal (Chair of Governors)

If the matter has not been resolved at Stage 2 or the complaint is about the Principal, then you will need to write to the Chair of Governors c/o the school. The Chair of Governors will arrange for the complaint to be acknowledged within 5 school working days of receiving it and a meeting may be convened to discuss the matter further. Following an investigation, the Chair of Governors will aim to provide a written response within 10 school working days of sending out the acknowledgement. However if a complaint is more complex to review this can be extended to 20 school working days. The school will provide you details of the new deadline and an explanation on the delay. If you are dissatisfied with the result at stage 3, you will need to let the school know within 10 school working days of getting the response. The school will then look at your complaint at the next stage.

Stage 4 – Formal (Governing Body’s Complaints Appeal Panel)

If the matter has still not been resolved at Stage 3, then you will need to write to the Clerk of Governors giving details of the complaint and asking that it is put before the appeal panel. Should the Chair have been involved at any previous stage in the process a nominated Governor, impartial to the complaint, will convene a complaints panel. The complaint will be acknowledged within 5 school working days of receiving it. The hearing will normally take place within 20 school working days of sending the acknowledgment.

The aim of the appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel’s decision in writing within 5 school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

The Governor's appeal hearing is the last school-based stage of the complaints process.

For further information and advice regarding this Complaints Policy, please contact our Business Manager on 01274 648490.

Review

This policy should be reviewed and ratified by the Governing Body of Westminster Primary Academy every three years.