



# **St Paul's C of E Academy Complaints Policy**

*We walk by faith and not by sight: 2 Corinthians 5:7*

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## 1.0 Introduction:

It is in everyone's interests that concerns are resolved/clarified at the earliest possible stage. Where concerns are raised the academy will work with the individual who raised the concern to identify what would resolve the situation and then endeavour to find a resolution at the earliest opportunity.

In accordance with **Section 29 of the Education Act 2002**, all local authority maintained schools and academies must have and make available a procedure to deal with all complaints relating to their academy and to any community facilities or services that the academy provides.

Initial concerns should be dealt with by an appropriate member of staff. These should be taken seriously, and every effort made to resolve matters as quickly as possible. In certain cases, it may be appropriate to forward these to the Principal (or to the Chair of Governors, if the complaint is about the Principal).

Where it is not possible to resolve concerns informally, the formal complaints procedure can be accessed.

This document outlines how complaints will be dealt with under the Formal Complaints Policy.

Complainants will always be given the opportunity to complete the complaints process in full, regardless of whether it is felt that that the complaint is justified or not.

If the complaints process is ongoing and further enquiries are received regarding the same subject, we will not respond to the new enquires/complaints. This is because it is unhelpful to have more than one investigation ongoing which duplicate the issues being investigated.

## 2.0 Complaints about services provided by external bodies using a academy's premises

Where the academy has third party providers offering community facilities or services through the academy premise, or using academy facilities, the providers must have their own complaints procedure in place. Any complaints made concerning third party providers will be dealt with under their own procedures. The governing board will ensure that providers have the correct processes in place to deal with any concerns or complaints and any issues should be raised with the provider directly.

## 3.0 Who can make a complaint?

Any person, including members of the public, may make a complaint about any provision of facilities or services that a academy provides, unless statutory procedures apply (such as exclusions or admissions, a list is included within the next section).

## **4.0 Exclusions to the complaints procedure:**

The following issues will not be subject to the academy's complaints procedure as they are outside of the academy's jurisdiction:

- admission to St Paul's C of E Academy;
- exclusions from academy;
- special educational needs (SEN Tribunal)
- statutory proposals for academy re-organisation;
- claims for damages
- staff grievance or disciplinary matters
- child protection issues;
- claims for damages.

Complaints made against academy staff will be considered, however where it is determined that matters should be dealt with under the academy's grievance and disciplinary procedures complainants will not be informed of the outcome.

Where a complaint relates to the behaviour of a pupil this may be subject to the academy's conduct and disciplinary procedures and the detail will remain confidential to the academy and the parents of the child involved.

Complainants can be assured that the complaints will be investigated fully but due to data protection information will not be shared with them in these circumstances.

Where complaints concern child protection matters these should be raised with the academy but will not usually be considered as a formal complaint where there is likely to be a Child Protection Investigation.

Where a complaint is received which should not be dealt with as a formal complaint the academy will write to the complainant to advise them of this and the reason for the decision. The academy will confirm the correct process to be followed.

## **5.0 Accessibility**

The academy will ensure that the formal complaints procedure:

- is easily accessible and publicised both within the academy and available on the academy website;
- is simple to understand and use;
- is impartial and in the spirit of working together co-operatively to reach the best resolution for everyone;
- respectful of confidentiality for all.

## 6.0 Time limit for making a complaint:

In general, any matter which is raised more than 3 months after the event being complained of, will not be considered.

## 7.0 Recording Complaints:

Complaints should be made on the form provided by the academy, this is to ensure that there is an accurate record of the complaint and it is clearly understood. However, if complainants are unable to complete this form complaints will be accepted in the following ways:

- in person;
- by telephone;
- or in writing.

When a formal complaint is received the academy will write to the complainant within 5 academy days to confirm what will happen next and the anticipated timescales.

## 8.0 Keeping people informed

Each stage of the complaints process has agreed timescales which should be adhered to. If for any reason this is not possible the academy/governing board will write to the complainant to explain the reasons and confirm when the action will be completed.

## 9.0 Stages of the complaints process:

The following outlines the stages of the formal complaints procedure, at the end of each stage of the procedure complainants will be advised of how to progress to the next stage if they remain dissatisfied with the way in which the investigation has been conducted.

**Formal stage one:** a formal complaint will be investigated by the Principal or person nominated by the Principal. The investigation will be completed within 10 academy days and at the end of the investigation a full written response will be sent to the complainant.

If the formal complaint is about the Principal, this will be dealt with by the Chair of Governors.

**Formal stage two:** if stage one has been completed and the complainant remains dissatisfied with how the investigation was conducted the complaint can be referred to a panel of governors. The request for stage 2 should be made to the Clerk to Governors within 10 academy days of receiving the stage 1 response in writing.

The governing board panel will be independent and made up of three members of the governing board who have had no awareness or involvement with the complaint previously. The panel will carry out a review of the investigation which has been completed at stage one.

The request to progress to stage 2 should include a statement from the complainant which clearly states why they remain dissatisfied with the conduct of the investigation. If the reasons are not clear the Chair of Governors will write to the complainant to request the additional information required to review the complaint or consider inviting the complainant to attend the panel to present their views in person. The Panel will not usually consider any new issues and will review the investigation that has taken place at stage 1. The request to progress to stage 2 should be requested within 10 academy days of receiving the stage 1 response.

Complainants have the right to request an independent panel if they believe that there is likely to be bias in the proceedings. The Academy will consider approaching a different academy to ask for help or contact the local Governor Services team commissioned by the LA, or the Diocese. The academy will consider any such request but ultimately, the final decision is made by the Chair of Governors.

The panel will normally be conducted through consideration of a written submission, but reasonable requests to make oral representations will be considered sympathetically. The final decision will be made by the Chair of Governors.

The panel should take place within 10 academy days of receipt of the request and the panel decision will be issued within 5 academy working days of the panel being heard.

## **10.0 Next Steps for complainants who remain dissatisfied with the way in which the investigation was conducted:**

When stage 2 has been completed this is the end of the academy complaints procedure. If complainants are dissatisfied with the way in which the investigation was conducted they may ask for a further review of the process by the [Education and Skills Funding Agency](#) (ESFA).

If a complainant has completed the local procedures and remains dissatisfied, they have the right to refer their complaint to the Secretary of State for Education. The Secretary of State has a duty to consider all complaints raised but will only intervene where the governing board has acted unlawfully or unreasonably and where it is expedient or practical to do so.

Further information can be obtained from the DfE Academy Complaints Unit by calling the National Helpline on 0370 000 2288 or going online at: [www.education.gov.uk/help/contactus](http://www.education.gov.uk/help/contactus)

## **11.0 Social Media**

Individuals who raise concerns are asked to comply with the Academy's guidance on social media which should be available on the academy website, a complaint can be undermined by:

- Comments made on social media
- Identifying individual staff on social media
- Personal abuse targeted towards individual members of staff
- Physical or verbal threats targeted to individuals or groups of staff

These behaviours amount to harassment and will be dealt with by the Police.

## **12.0 Serial and Persistent Complainants**

The academy is committed to working with anyone who raises an issue to take this seriously and work towards finding a solution to concerns. Generally, this should be a straightforward process and the academy values the feedback that we receive on services. We accept that complainants may ask difficult questions where they believe that things have gone wrong and have a right to go through the complaints process.

However, in a minority of cases people pursue their feedback in a way which is inappropriate

Where the academy is contacted repeatedly by individuals making the same point or asking for reconsideration on our position the academy will need to take appropriate action. The academy has a Serial and Persistent Complaints Policy for these difficult situations. This policy sets out what is considered to be unreasonable behaviour and the action that will be taken to address this. The procedure is available on the academy website.

The application of a 'serial' or 'persistent' marking will be made against the subject of the complaint itself rather than the complainant.

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