

At this point the complaints co-ordinator will convene a Complaints Appeal Panel.

The members of the Complaints Appeal Panel will consider the complaint afresh (as opposed to merely considering the handling of the complaint at earlier stages) to ensure, in accordance with DfE expectations, that there is always a mechanism in place whereby decisions are considered independently and are not taken in isolation.

The Complaints Appeal Panel will, whenever possible, meet within a maximum of ten working days of receipt of said communication. You will be invited to attend the hearing

All parties will be notified in writing of the panel's decision within five working days of the date of the hearing.

This stage is the last school-based stage of the complaints procedure and the decision of the Complaints Appeal Panel is final.

You remain at liberty to consult the Department for Education website (www.education.gov.uk) to assess whether your complaint might be

capable of being pursued by alternative means, should you so desire.

Remember.....

This whole process exists so that your views, and the views of others, can be heard. You have rights. Pupils have rights. Staff and governors have rights. The aim is that the complaint should be properly and fairly dealt with. The later stages of the Complaints Procedure are used rarely but remain part of the process. Services are improved by a positive response to compliments, concerns and complaints.

Please refer to the complaints policy for a full explanation of the procedure

Advice for Parents



A procedure if you need to make a complaint

Introduction

If you have a complaint, it is the responsibility of the Trust to investigate.

Communication, written or spoken, is valued as part of the partnership between home and school. Co-operation between parents, staff and governors leads to a shared sense of purpose and a good atmosphere in the academy. This leaflet will explain the procedure that you should follow if you have a concern or a complaint.

Dealing with concerns/complaints informally

If you have a concern (Stage 1) you should make contact with the appropriate member of staff. This may be the class teacher or parent support officer.

They can then look into your concern and give you a response, making clear any action or monitoring of a situation that may be necessary. At this stage, misunderstandings can usually be cleared up. An apology can be given if something is found to be wrong. Everyone benefits from the speedy resolution of difficulties and from suggestions for improvement.

If no satisfactory solution to the concern has been agreed you should be

informed of your option to take the matter further.

What do I do next?

If by this point, you remain dissatisfied with the academy's response; **your concern becomes a complaint (Stage 2)**. You will be signposted to the Trust's complaints policy and asked to complete an official complaint form which should be returned to the complaints co-ordinator within ten working days of the initial response (whether verbal or written). The official complaint form presents an opportunity to communicate your expectations as to how your complaint might best be satisfactorily resolved.

The CEO will review the complaint by considering all relevant written material and by discussion with the appropriate member(s) of staff and/or yourself.

The aim will be to resolve the matter as quickly as possible and an appropriate response will normally be in writing, in which event it will be despatched within five working days of the written complaint having been received.

The academy may wish to extend to the

complainant an opportunity to meet with the person appointed to deal with the complaint in order to explore the matter further (unless there are circumstances where it is felt that this might place any party at risk).

Any such meeting will normally take place within five working days of the written complaint having been received, and an appropriate response in writing will then be provided within a further five working days, but the timescale may be extended if, as may be the case, this meeting cannot reasonably be arranged within this period.

If I wish to take this further what is the process?

If you remain dissatisfied with the outcome at the completion of Stage 2, you are entitled to progress the complaint to the next stage **Appeal (Stage 3)** and should write to the Complaints Co-Ordinator within ten working days of receipt of said correspondence to confirm that the complaint has not yet been resolved to your satisfaction.

