



COMPLAINTS POLICY

The policy below is to be followed for general complaints. A school policy with particular reference to curriculum matters is available separately.

A complaint should be made as soon as possible after the event to allow Spring Common Academy Trust to gain a swift resolution. As a guide Trustees consider any complaint should be lodged no more than 10 working days after the event.

STAGE ONE: INFORMAL COMPLAINTS

- Parents and others should raise informal complaints or concerns with the child's Class Teacher, – whoever is most appropriate. Parents will be encouraged to make prior appointments to discuss any issues that are not of a routine nature. Criticisms of the professional conduct or competence of a member of staff, which may be brought to a teacher's attention, will be referred to the Head Teacher.
- If a parent believes that a complaint or concern is sufficiently serious or sensitive he/she should talk to the Deputy Head or the Head Teacher, who will investigate or arrange for the complaint to be investigated, and then report back in writing or, more usually at this informal stage, through a discussion with the complainant.
- Every effort will always be made to resolve the problem at this informal stage. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.
- In some cases, matters affecting general school policy may be judged by the Head Teacher, in consultation with the Chair of Trustees to be an appropriate area for discussion at Trustee level, in order to resolve the complaint. In these circumstances, care will be taken to ensure that the identity of the complainant and the individual complained of are not disclosed in case further, more formal procedures are involved at a later stage.

STAGE TWO: FORMAL COMPLAINTS

- Formal complaints should be made in writing and will normally be investigated by the Head Teacher in the first instance. If the complaint directly concerns the Head Teacher, however, complainants should contact the Chair of Trustees.
- Any other Trustees in receipt of complaints will refer them to the Head Teacher or the Chair of Trustees, as appropriate, and must not become further involved themselves.
- If the complainant is dissatisfied with the Head Teacher's response, they should contact the Chair of Trustees.
- The Chair of Trustees will determine a method of further investigation and of formal response to the complainant.
- The complainant will receive a written response to his/her complaint. A meeting may also be arranged to convey the response to the complaint.
- In some cases, a complaint may lead to disciplinary action against an individual, for which there are separate procedures. If this is the case, the complainant will be informed that the complaint will be pursued through disciplinary action. Under the Trust's disciplinary procedures, the outcome of these procedures is confidential.

STAGE 3: APPEAL

- If the complainant remains dissatisfied after Stage 2 investigations, complainants may appeal to the Grievance Panel/Hearings Committee of the Trust for a final resolution of their complaint.
- Under this complaints procedure, there is no provision for further appeal beyond a consideration by the Grievance Panel/Hearings Committee

PERSISTENT COMPLAINTS

There may be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the Chair of the Trust is able to inform them in writing that the procedure has been exhausted and that the matter is now closed.

Policy agreed on: DECEMBER 2016

Signed on behalf of the Trustees _____

Committee: _____

Author: _____

Review date (optional): _____

Website **Y**/N