



Perry Beeches
The Academy Trust

Complaints

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Reviewed Annually

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1. Rationale

The Education Act of 2002 requires schools to have a procedure in place for the handling of complaints. The purpose of this statement is to provide a framework for staff within which to work and to ensure that complaints are dealt with quickly, fairly and consistently.

Schools within Perry Beeches The Academy Trust will have close and various levels of communication with stakeholders:

- Written communication through newsletters, passports, reports and letters from the Headteacher.
- Electronic communication through email
- Formal and informal meetings via Parents' Evenings, telephone calls and individual meetings
- Annually we will review parents' views via a formal questionnaire.

2. Policy – Introduction

This complaints policy is distinct from any formal disciplinary proceedings for staff. If a complaint did result in a disciplinary procedure, then the complaint would be put on hold and the complainant will be advised of the delay and updated every three weeks.

This policy does not apply to complaints covered by a separate statutory procedure such as Admissions, Exclusions or Special Educational Needs Statements.

If a complaint is made against a member of staff or member of the particular school's Local Governing Body this person will be informed and have the opportunity to respond.

3. Dealing with complaints made to one of our schools

- 3.1** In dealing with complaints, the particular school will ensure that the person complaining is given fair treatment and the opportunity to state their case fully. The school must however have the opportunity in the first instance, at the ground level, to deal with any complaint made.
- 3.2** A complaint, other than one involving serious allegations of misconduct, should be dealt with informally at first and at the most local level; e.g. Reception may receive a verbal complaint from a parent or member of the public and this should be responded to at the time, with a promise to call back within a given time. Reception will pass the complaint immediately to a member of the school's Senior Leadership Team. A holding response must be given within at least three working days to the complainant. A copy of this response must be sent to the Headteacher of the school.
- 3.3** If the complaint involves a child, the relevant Form Tutor will be informed.

- 3.4** Written complaints will receive a response by letter within five working days. All written complaints will receive an answer in writing, giving the final outcome when this has been achieved. If this is longer than ten working days, interim contact should be made by telephone to update the complainant. A copy of this answer must be sent to the PA of the school's Headteacher who will add it to the complaints log. The log will be scrutinised weekly between the Headteacher and Chair of the school's Local Governing Body.
- 3.5** If the complaint cannot be resolved locally a member of the school's Senior Leadership Team will try to resolve it. If this is unsuccessful, the Headteacher of the school will become involved.
- 3.6** If the complaint is serious, e.g. involves allegations of misconduct against a staff member, the complainant will be requested to make the complaint in writing and the Headteacher of the school should be informed immediately (please see Formal Record A)

4. Complaints made to the school's Local Governing Body

- 4.1** The Chair of the school's Local Governing Body will refer the matter to the Headteacher of the school who will ensure the complaint is dealt with at the appropriate level within the school in accordance with the guidance above.
- 4.2** If a complainant is not satisfied with the outcome of an investigation then they may make a formal written complaint to the Headteacher of the school within ten school days of the decision letter from the investigation. The Headteacher will investigate and respond within fifteen school days. If a longer time is needed to resolve the matter this will be explained to the complainant.
- 4.3** If a complainant is not satisfied following a response from the Headteacher then they may make a formal written complaint (please see Formal Record B) to the school's Local Governing Body within ten school days of the decision letter.
- The Chair of the school's Local Governing Body will convene a panel of at least three people who will hear the complaint and whose decision shall be final.
 - One person on this panel will be independent of the management and running of the school.
 - No one who has so far been involved in handling the complaint can be a member of the panel.
 - Parents are invited to attend this panel hearing and be accompanied, if they wish, by a friend or adviser.
 - Governors will be aware of any Equal Opportunities concerns when looking at the composition of the panel.
- 4.4** Decisions and recommendations made by the panel will be sent to the complainant and, where relevant, to the person complained about. Copies of these letters/emails will be made available for inspection, on the particular school premises, by the Chair of the school's Local Governing Body and the school's Headteacher.

- 4.5 Written records will be kept of all complaints, indicating whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing. (Independent School Standards Regulations 2010)
- 4.6 All correspondence, statements and records of complaints will be kept confidential (excluding those whom the school is required by law to notify, as detailed at 3.2; inspectors conducting an inspection under Section 162A of the Education Act 2002; or the Secretary of State for Education, should they ask for access to such records).
- 4.7 When all stages of the procedures have been followed and if the complainant remains dissatisfied then the Chair of the school's Local Governing Body will inform the complainant that the matter is now closed, but that they could direct their complaint to Perry Beeches The Academy Trust where Trustees may choose to re-open the investigations, especially if they judge there has not been due process. At this point the Trust will have an independent person external to the Trust as part of this process.

Form A

Example form to record a formal complaint for a school within Perry Beeches The Academy Trust

Please complete and return to the school's Headteacher who will acknowledge receipt and explain what action will be taken.

Your name:	
Students name (if applicable)	
Your relationship to student:	
Address:	
	Postcode:
Daytime telephone number:	Evening telephone number:
Please give details of your complaint:	
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?	

Example form to record a formal complaint for a school within Perry Beeches The Academy Trust

Please complete and return to the school's Local Governing Body who will acknowledge receipt and explain what action will be taken.

Your name:	
Students name (if applicable)	
Your relationship to student:	
Address:	
	Postcode:
Daytime telephone number:	Evening telephone number:
Please give details of your complaint:	
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?	