



# LEGRA ACADEMY TRUST

## **Complaints Policy**

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## **1. Introduction**

Legra Academy Trust values good home/academy relationships. We seek to resolve any concerns or complaints promptly, and to the satisfaction of all concerned. It is the academy's policy to ensure that any concerns expressed by parents/carers and others about the academy curriculum and related matters will be dealt with initially in informal discussion with the appropriate member of staff at the academy.

We welcome feedback on what parents feel we do well, or not so well, as an academy. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly. We will treat all concerns and complaints seriously and courteously and will advise parents/carers and others of the academy's procedures for dealing with their concerns. In return, we expect parents/carers and other complainants to behave respectfully towards all members of the academy community. In particular, any disagreement with the academy should not be expressed inappropriately or in front of students.

All academy staff, teaching and operational; and members of the Governing Body, will be aware of this policy statement and will be familiar with the academy's procedures for dealing with parental concerns and complaints.

The academy's procedures will be reviewed regularly and updated as necessary. If there are cases which cannot be resolved informally, arrangements do exist to consider formal complaints. For further details, please see below.

## **2. Procedure**

Parents of students attending an academy within Legra Academy Trust:

As mentioned above, the procedure is to speak to the child's form tutor/class teacher/subject teacher/college leader in the first instance to arrange an appointment to discuss your complaint with the relevant person. If necessary, the issue may be referred to a Vice Principal to resolve.

Members of the public:

Members of the public should make a complaint using the following methods:

- write to the Vice Principal/Principal's PA (details can be found online)
- email your concern through the enquiry form on the academy website

Legra Academy Trust aim to respond to public complaints within 2 working days of receipt.

For parents of students attending an academy within Legra Academy Trust, the nationally accepted procedure is divided into four stages:

**Stage 1:** The academy will aim to resolve the concern through informal contact at the appropriate level in academy within 2 working days of receiving the complaint.

**Stage 2:** This is the first formal stage where written complaints are considered by the Principal/Vice Principal. For a stage 2 complaint, please write to the PA of the Principal/Vice Principal. The Principal/Vice Principal considers written complaints very seriously and investigates each case thoroughly. Stage 2 complaints will be dealt with within 5 working days of receipt of the letter and a written response will be provided. Most complaints are normally resolved at this stage.

**Stage 3:** This is the next step once Stage 2 is complete and should be carried out only if the complaint made at Stage 2 fails to resolve the matter. This complaint must be made in writing, stating the nature of the complaint and how the Principal/Vice Principal has handled it so far. The parent/carer should address this written complaint to the Chief Executive Officer of Legra Academy Trust, Bev Williams. The reception at any of our academies will ensure that this is passed on to her. The Chief Executive Officer considers all complaints very seriously and a Stage 3 complaint will be dealt with within 10 working days of receipt of the letter and a written response will be provided.

**Stage 4:** In the unlikely case that the dispute remains unresolved at Stage 3, a complaint must then be made in writing, to the Chair of the Governing Body. This letter can be delivered to the academy reception; they will ensure this is passed to the Chair of Governors. The Chair will consider all written complaints within 7 working weeks of receipt and will do all he/she can to resolve the complaint to the parent's/carer's satisfaction and a written response will be provided.

This stage may involve a complaints review panel of governors involving one independent member from a neighbouring academy's governing body or business representative. The Chair of Governors together with the academy Governing Body will ensure that 2 weeks notice of the panel will be given to the complainant. Parents are invited to attend and may be accompanied at a panel hearing if they wish. However, such a panel may be offered at the discretion of the Chair of Governors.

If the complainant is deemed to behave inappropriately throughout any part of this process the Chair of Governors will not uphold the complaint and abandon the procedure. This will be confirmed in writing to the complainant.

Beyond the Chair of Governors, the final recourse for a complainant is to The Secretary of State for Education using the following website: <https://www.gov.uk/complain-about-school>

All staff across the trust are familiar with our guidelines and have a duty to help parents needing advice. These procedures have been carefully compiled and their reference, however rare, is routine to help students, parents/carers and the

academy.

### **3. Monitoring and Review**

The Principals across our academies, log all complaints received by the academy and records how they were resolved. The Local Governing Bodies will monitor the log of written complaints.

Please note, complaints made during an academy holiday or half-term holiday that necessitate action by the Principal, Chief Executive Officer of Legra Academy Trust or the Chair of Governors will be dealt with as soon as practical and will not follow the normal timescale.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.