

# **Chadwell Heath Academy**

*A Specialist Mathematics, Computing, Science and Media Arts College*



## **ACADEMY COMPLAINT POLICY**

### **Introduction**

The Governors are committed to ensuring that the highest standards are maintained at the School in every other aspect of the running of the School. A complaint procedure is an important part of the management of a well-run school allowing parents and carers of registered pupils at the School the opportunity to voice any concerns they may have, as well as members of the general public. This procedure has been adopted by the Governing Body to ensure a systematic and fair approach to the resolution of such concerns.

A complaint may result in disciplinary action by the School against a member of staff, which would be confidential between that member of staff and the School, but otherwise parents should be kept fully informed of the handling of any complaint. Any complaint will be kept confidential unless it is necessary to involve other parties and will be dealt with as quickly as possible.

### **Stages in the Procedure**

There are two stages in the Academy's Complaints' Procedure:

An informal stage, when the complainant and the member of staff will try to resolve the problem.

A formal stage when the matter is referred, in writing, to the Headteacher if the parent is not satisfied with the outcome of the informal stage.

### **Informal Stage**

Most parents' concerns can be adequately resolved by discussion with the class teacher/form teacher/Head of Year/Head of Department/Deputy Headteacher. There may be no need for the complaint to be put in writing, which would formalise matters and may lead parents to feel less prepared to articulate concerns perhaps because of a fear that such action may prejudice the interests of their child.

If the concern is not met to the parents' satisfaction by discussion, then the initial recipient of the complaint should refer the matter to the Headteacher. The Headteacher may try to resolve the matter informally before requesting that the complaint be made in writing.

For a complaint to be dealt with at the formal stage then it must be made in writing to the Headteacher.

The Headteacher will designate a member of the senior management team to investigate the circumstances of the complaint.

If the complaint is against a member of staff, that member of staff has a right to be given details of the complaint and the opportunity to make representation about it. These will be taken into account by the person investigating the complaint.

The results of the investigation will be presented to the Headteacher, who will decide an appropriate course of action.

The designated member of the senior management team will respond to the parent with the outcome of the decisions taken, normally within 10 school working days of receipt of the substance of the complaint. The response may be in writing or at a meeting with written confirmation of the outcome.

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The parent must be informed of his or her right to have the matter referred to Governing Body if the outcome of the formal stage is not satisfactory. Any such request by a parent should be addressed to the Clerk to the Governors of the Academy.

### **Appeal Stage**

When the Clerk to the Governors of the Academy receives a formal appeal, the Clerk will refer the matter in to the Chairman of Governors who will convene a meeting of the Governing Body Appeal Committee.

The Appeal Committee will review all the evidence and if necessary convene an Appeal Hearing.

If a hearing is held, the Clerk will write to the Parent, the Headteacher giving details of the meeting, requesting copies of any documents to be put before the meeting and names of any witnesses who either party may wish to attend. The parent will be informed of the right to be accompanied by a friend. The hearing should be on reasonable notice and be held as soon as practicable after receipt of the referral.

The procedure at the hearing will follow the Governing Body procedure for hearing Appeals.

- presentation of the complaint
- questioning by all parties
- a reply by the Headteacher
- questioning by all parties
- Summing Up

If necessary, the panel will withdraw to consider their findings. The panel's decision is final.