



Chiltern Way Academy

Turning Futures Around

Complaints Procedure

Responsibility for this policy (job title): Head of Campus

Responsibility for its review: Chief Executive Officer

Approved: Summer 2020

Next Review Date: Summer 2023

We encourage a culture where all stakeholders can talk openly and supportively about the children in our care given this, children, parents and staff must feel free to express their concerns and criticisms.

We are committed to offering them the following:

- No criticism or recriminations as a result of expressing a criticism or complaint
- A willingness to listen fully and openly
- A genuine willingness to investigate complaints and openly and fully sharing outcomes.
- If the issue can be managed in-house and we are not subject to the protocols and systems of outside agencies we will respond within 24 hours of any complaint. This response could range from a mutually agreed and acceptable outcome to an agreed process and timescale to address more complex or sensitive issues
- Accepting suitable third-party intervention to pursue issues and agree and implement outcomes
- A willingness to offer help and advice about the process as well as the issue as far as is practicable and reasonable and mutually agreed

We must contact the Head of Campus or the Director of Schools or Academy CEO if the Headteacher is not present, if we believe that any member of staff has:

- *Behaved in a way that has harmed a child, or may have harmed a child.*
- *Possibly committed a criminal offence against or related to a child.*
- *Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.*

See the Bucks CC Safeguarding Children website for more information.

What follows is the protocol for making a complaint:

This document sets out the Academy's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the Academy or the education provided, please discuss the matter with the Chief Executive Officer, Director of Schools, Head of Campus or Chair of Trustees at the earliest opportunity. The Academy considers any concerns very seriously and most problems can be resolved at this stage.

Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, decisions about your child's special educational needs or grievances by Academy staff. These are the subject of separate complaints procedures.

Aims and Objectives

The Academy will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

Formal Complaints Procedure

Stage 1

If you feel that a concern has not been addressed through informal discussion with *a member of staff, a senior member of staff, the Head of Campus, the Director of Schools or the Chief Executive Officer*, and you wish to have the matter formally investigated by an appropriate person from the Academy, please complete a complaint form (Annex 1). If you would like help completing the form, the Academy will be happy to provide the assistance of someone unconnected with the complaint.

If the matter is about:

- the day-to-day running of the Academy
- the interpretation of Academy policies
- the actions or inactions of staff at the Academy

it will be investigated by *the Head of Campus or a senior member of staff nominated by the Head of Campus*.

If the matter is about:

- Academy policies as determined by the Trustees
- the actions or inactions of the Trustees
- the Head of Campus
- the Chief Executive Officer

then, it will be investigated by *the Chair of Trustees or a Trustee nominated by the Chair*.

The person carrying out the investigation will review the way in which the complaint has been handled by the Academy and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within *15 working days* of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, but you are not entitled to know which procedure or the final outcome.

Stage 2

If you are not satisfied with the result from Stage 1, you may choose to refer your complaint to Stage 2 of the procedure. This must be done in writing to the Academy within *15 working days* of the completion of Stage 1.

At this Stage, the complaint will be considered by either the Chair or nominated Trustee, or a panel of 3 Trustees depending on who carried out the investigation in Stage 1 : -

A. If Stage 1 was investigated by the Head of Campus or a senior member of staff nominated by the Head of Campus, the Chair or nominated Trustee will consider the manner in which the complaint was addressed and decide whether it has been properly dealt with. The general principle is that the Academy should be able to produce documentary evidence to show that the complaint has received fair and

proper consideration within the Academy's procedure. If they have any concerns, they may ask the Head of Campus to re-open the investigation. The complainant will be kept informed of any delay.

If the complainant is not satisfied after the Chair or nominated Trustee has completed their review, a panel of 3 Trustees will meet to consider the complaint and make a final decision about it on behalf of the board of Trustees.

B. When Stage 1 has been investigated by the Chair or nominated Trustee, Stage 2 will be carried out by a panel of 3 Trustees, who will meet to consider the complaint and make a final decision about it on behalf of the Trust Board.

In either A or B, the panel will consist of Trustees who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within *15 working days* of your request.

You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and to attend, accompanied by a friend/partner if you wish, to put your case. The Head of Campus will be given the same opportunities. The panel will write to you with its conclusion within *five working days* of the meeting.

The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education and Skills.

Monitoring and Review

The board of Trustees monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head of Campus logs all formal complaints received by the Academy and records how they were resolved. Trustees examine this log on an annual basis and consider the need for any changes to the procedure.

Availability

A copy of this procedure is available to all parents on request and is also available on the Academy website.

Appendix 1

Formal Complaint Form

Name	
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Address		
Postcode		
Email address		
Telephone No.	Day	
	Evening	
	Mobile	

What is it you want to complain about?

Have you complained to the Head of Campus?	YES	NO
When did you do this?	Date:	

What happened when you complained to the Head of Campus?

What would you like us to do to put things right?

Signed	
Date	

Please return this form to the Chair of Trustees