

# EMBRACE MULTI ACADEMY TRUST



## Complaints Policy

Embrace Multi Academy Trust strives to maintain and improve good provision and outcomes at each of its member academies. Based upon our shared values and ethos, we aim to support the learning and development of every person within the trust and our policies are written from this perspective.

Signature: ..... Date: .....

Printed Name: ..... Position: .....

Date of Review	September 2019
Next Review	July 2021
Approval By	Trust Leader
Review Frequency	Every 2 years or following LA or DfE changes

## **General outline of expectations**

All academies within Embrace Multi Academy Trust are committed to working in close partnership with all members of their community. All academies place great value on the role which parents and carers can play in supporting children's learning. Members of staff and governors actively encourage a positive relationship between the academy and the families of children who attend the academy. We also desire to have good relations with our neighbours and the wider community.

Our policy is to:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- make sure everyone at each academy knows what to do if a complaint is received
- make sure all complaints are investigated fairly and in a timely way
- make sure that complaints are, wherever possible, resolved and that relationships are repaired
- respect confidentiality
- gather information which helps us to improve what we do
- comply with part 7 of the Education (Independent School Standards) Regulations 2014.

Where any concerns are raised, we aim to resolve these as quickly and as efficiently as possible. Usually concerns that are raised can be resolved very quickly through the academy's day to day communication between parents and staff. However, for those situations where this is not the case, we have a more formal process to investigate and deal with complaints. Our complaints procedure is detailed within this document.

We will try to resolve every concern, difficulty or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing the academy's systems and procedures in the light of the matters raised.

This procedure will apply to most general complaints received by the academy. It is not intended to cover those matters for which there is a specific statutory process to object, complain or appeal. Therefore, this policy does not apply to:

- academy admissions
- exclusions
- safeguarding matters
- SEND statutory assessments.

Should anyone wish to complain about a service from other providers who use the academy site, then complaints should be directed to the specific provider.

## **Who can raise a complaint?**

Complaints may come from any person or organisation that has an interest in the academy. This policy does not cover complaints from members of staff who should follow the relevant internal policy.

## **Timescales for submitting a complaint**

To enable a proper investigation, concerns or complaints should be brought to the attention of the academy as soon as possible, usually within three months. This time limit does not apply if it can be shown that there were good reasons for not making the complaint earlier and it is still possible to investigate the complaint properly.

# Complaints Procedure

## Introduction

Embrace Multi Academy Trust is dedicated to providing the best possible education and support for all of its pupils within all of its academies. However, we appreciate that there may be times when the academy has not met expectations. The complaints procedure is designed to ensure that concerns and complaints are properly investigated and are given careful and fair consideration.

Concerns or complaints should be raised within three months of the incident or event to which the complaint relates. The academy reserves the right to refuse to investigate a concern or complaint outside of this timescale if it appears reasonable and fair to do so, having regard to the circumstances surrounding the complaint.

The trust and each academy has four stages to its complaints procedure. The aim is to resolve the complaint to the satisfaction of the complainant, at the earliest possible stage and will consider what the complainant feels will put things right.

Where the following procedure refers to the headteacher, they may delegate any of these functions to a member of the senior leadership team, if appropriate. In exceptional circumstances, the headteacher may commission an independent investigator to undertake an investigation on behalf of the academy.

### Stage 1: Informal concern

An initial concern should be raised with the class teacher or the member of staff concerned. This can be done in writing, by telephone or in person by appointment. The vast majority of concerns can be dealt with at this stage through a respectful conversation, but may require a follow-up meeting within the following two weeks. It would be helpful to identify at this point what outcome you are looking for in order for us to address your concern quickly and effectively.

If you are not a parent/carer of a child at our academy, please start at Stage 2 and make contact with the headteacher to raise your concerns.

### Stage 2: Formal complaint to the headteacher

If your concern is not resolved at the informal stage you can make a formal complaint to the headteacher, within 10 school days of Stage 1 being concluded. Your complaint should usually be made in writing indicating your desired outcome from the complaint (a form is enclosed for this purpose).

Your complaint will be acknowledged within five school days of receipt and will include an indicative date for a written response. The headteacher will be responsible for ensuring that your complaint is investigated appropriately. They may meet with you to clarify details of your complaint and the resolution that is being sought. The headteacher will investigate the complaint further and make every effort to resolve the issue.

Dependent upon the nature of the issues raised, the matter will either continue to be dealt with through the trust complaints procedure, or by other procedures such as disciplinary or safeguarding procedures. If this happens you will be informed of this fact, but you will not be advised of the outcome of these proceedings.

On conclusion of the investigation, the headteacher will write to you with all appropriate information in relation to the complaint and information on any outcome(s). The response will also inform you of the next stage of the procedure in case you are not satisfied with the way your complaint has been handled, which is to lodge a formal complaint with the chair of governors.

If your complaint is about the headteacher, you should refer your formal written complaint to the chair of governors to be dealt with under Stage 3 of this procedure.

### **Stage 3: Formal complaint to the chair of governors**

If you are dissatisfied with the headteacher's response, or if your complaint concerns the conduct of the headteacher, then you can make a formal complaint to the chair of governors.

Your complaint should be made in writing to the chair of governors, care of the academy, within 10 school days of the date of the headteacher's response to you. Please provide a copy of the written complaint, a copy of the headteacher's letter concluding Stage 2 and give details in writing of why you are not satisfied with the outcome.

At this stage, the chair of governors will generally handle the complaint, but can delegate this to a nominated governor. In exceptional circumstances, the chair of governors may commission an independent investigator to undertake an investigation on behalf of the academy.

You will receive an acknowledgment of receipt of your complaint within five school days and an indicative timescale for response.

The governor will investigate the complaint and make every effort to resolve the issue. They may meet with you if they need clarification or further information is necessary.

On conclusion of the investigation you will receive a written response of the outcome reached and information on how to request a complaints panel hearing if still dissatisfied.

### **Stage 4: Formal complaint to the complaints panel hearing**

If you remain dissatisfied with the response to your complaint, you may request a complaints panel hearing by writing to the clerk to the governing board within 10 school days of the date of the letter notifying you of the outcome of Stage 3.

The clerk will write to acknowledge receipt of your complaint within five school days. The letter will explain the process which is to be followed and will outline information about the how the panel will operate and your right to be accompanied at the meeting by a friend, relative or colleague.

The clerk will convene a complaints panel and ask you to provide details of your appeal and any relevant supporting evidence.

The panel will usually comprise of at least three people not directly involved in the matters detailed in the complaint, one of whom must be independent of the management and running of the academy.

The remit of the complaints appeal panel is to:

- dismiss the complaint in whole or in part
- uphold the complaint in whole or in part
- decide on the appropriate action to be taken to resolve the complaint
- recommend changes to the academy's systems or procedures to ensure that problems of a similar nature do not recur.

You will be notified in writing of the panel's findings and recommendations, usually within five days. The letter will confirm the end of the academy's and governors' involvement with the complaint and explain any further rights of appeal. Any person being complained about will also receive a copy of the panel's findings and recommendations and a copy will also be retained on the academy site.

### **Further rights of appeal**

If you have completed the academy procedure and are not satisfied about the handling of the complaint, you may have the right to refer your complaint to the Education and Skills Funding Agency (ESFA).

Complaints to the ESFA must be submitted online through the schools' complaints form or by post to Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD.

The ESFA will usually only consider complaints about academies that fall into any of the following three areas:

- Where there is undue delay or the academy did not comply with its own complaints procedure when considering a complaint
- Where the academy is in breach of its funding agreement with the secretary of state.
- Where an academy has failed to comply with any other legal obligation.

The ESFA will not overturn an academy's decision about a complaint. However, if they find an academy did not deal with a complaint properly, they will request the complaint is looked at again.

### **Complaints against an individual governor**

If your complaint concerns the chair of governors or an individual governor you should write to the clerk to governors. The clerk will acknowledge receipt of your complaint within five school days. The letter will explain the process that will be followed and the expected timescale for response.

The chair of governors will consider complaints about an individual governor. If your complaint is against the chair of governors, it will be considered by the trust leader who may delegate the matter to another trust executive. If for any reason this is not appropriate then another governor will be nominated.

On conclusion of the investigation you will receive a written response detailing all appropriate information in relation to the complaint and information on any outcome(s). There will be no further right of appeal for complaints against an individual governor.

### **Timescales for response**

Our aim is to address your complaint in a timely and efficient manner. However, there may be occasions when we are unable to achieve the timescale indicated. In this event, we will write to you outlining the reason for the delay and provide you with a new timescale for the conclusion of that part of the process.

### **Record keeping**

A written record of all formal complaints is kept by all academies, regardless of whether the complaint is resolved at stage 2, 3 or 4. Copies of all correspondence and notes in relation to the complaint, will be retained.

A record is also kept of any action that is taken following a complaint and whether the complaint is upheld or not.

All correspondence, records and statements relating to individual complaints will be kept confidential except when requested as part of an inspection.

All records of complaints will be stored securely to retain confidentiality for a period of six years after the resolution of the complaint. They will then be disposed of in accordance with data protection legislation.

### **Unreasonable/vexatious complaints**

We aim to prevent all complaints from becoming protracted. However, there may be occasions when, despite all the stages of the procedure having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the chair of governors can inform them in writing that the procedure has been exhausted and that the matter is now closed as far as the academy is concerned, but refer them to the Education and Skills Funding Agency. The complainant will also be advised that no further correspondence will be entered into on the subject

of the complaint. An exception to this would be if there was new information in relation to the matter that was provided by the complainant.

Following a letter from the chair of governors outlining that the matter is now closed, if the complainant writes again on the same issue, then the correspondence may be recognised as vexatious and there is no obligation on the part of the academy to respond.

Where a complainant raises an entirely new, separate complaint, it will be responded to in accordance with the complaints procedure.

The chair of governors has the right to regard a complaint as vexatious if there is an unreasonable delay or if a complainant brings forward numerous trivial matters which after careful and objective consideration by the chair, are considered to be vexatious.

### **Related complaints**

If any academy receives a large volume of related complaints, the matter will be investigated and the outcome, where appropriate, reported back to the complainants. If it is not possible to contact complainants individually, the academy will report back publically, if appropriate to do so. This may be through the academy newsletter and/or website.

### **Monitoring of complaints**

The trust leader will monitor the level and nature of complaints across all academies. This information will be used to make improvements to procedures at academy and trust level. Where, necessary, the trust leader will share information with trustees, but individuals will not be named.



**What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to, when and what was the response?):**

**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signed:**

**Date:**

**Official Use:**

**Date acknowledgement sent:**

**Acknowledgement sent by:**

**Complaint referred to:**

**Date:**