



THE HESSLE ACADEMY

Complaints Policy

Effective Date:

March 2016

Date of minuted approval by the Board of Directors:

4 December 2014

Review Committee:

Board of Directors

Review Date:

March 2019

Owner:

Executive Headteacher

Rationale

This procedure is intended to enable all stakeholders to raise a concern or a complain relating to the school's within The Hessle Academy or the services they provide. Initially there is a need to identify the nature of the complaint:

External complaints relate to student behaviour outside of school either during or after school hours and the impact that has upon the local community, for example.

Internal complaints relate to those from parents directed towards school based issues including those that are staff specific. (Complaints against a teacher will be dealt with by the Executive Headteacher/Associate Headteacher/Head of School). Where the complaint is about the Executive Headteacher it will be dealt with by the Chair of Governing Board.

Who deals with the complaint?

Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned (for example a class or subject teacher). This may be by letter, by telephone or in person, by appointment. It is anticipated that the significant majority of concerns/complaints can be easily resolved at this informal stage using the Academy's restorative ethos.

Complaints received by letter addressed to the Executive Headteacher in the first instance, may be delegated to other staff as necessary.

The Academy acknowledges that when concerns/issues are raised a swift and effective resolution is preferable for all involved. Telephone calls will be taken by the recipient who then passes on caller or message to a designated member of staff:

| | |
|--------------------|---|
| General complaints | The Executive Headteacher or Senior Leaders |
| EYFS | Assistant Headteacher - Provision |
| KS1 | Assistant Headteacher - Learning |
| KS2 | Associate Headteacher |
| Curriculum | Associate Headteacher/Assistant Headteacher – Director of Studies |
| Years 7 and 8 | Head of School |
| Years 9 - 11 | Head of School |

Formal Stage

If the concern or complaint is not resolved in the informal stage, the complainant must put the concern or complaint in writing addressed in a sealed envelope, to the Executive Headteacher or Clerk to Governors for the attention of the Chair of Governors where the concern or complaint is about the Executive Headteacher. They will be responsible for ensuring the concern or complaint is thoroughly investigated. A Concern Form will be provided (Appendix 1).

To allow for an appropriate investigation concerns or complaints should be brought to the attention of the Academy as soon as possible. In general, any matter raised more than three months after the event, will not be considered.

The following details should be included in the Concern Form (which can be emailed out)

- Details which may assist the effectiveness of the investigation
- A clear statement about the concern/complaint
- A clear statement of the resolution you would like to see the school action

The Executive Headteacher (or delegated named person) or Chair of Governors when the complaint is about the Executive Headteacher, may invite the complainant to a meeting to clarify aspects of the concern/complaint and to seek an informal resolution. A record of the discussion may be taken which will be shared with them.

Where the concern/complaint is not resolved through the meeting an investigation will commence. The complainant will receive written notification of the action taken and resolution within five working days of the concern/complaint being received or the 'informal meeting' with the Executive Headteacher or Chair of Governors where the concern or complaint is about the Executive Headteacher.

If the complainant is not satisfied that the process for dealing with the complaint has been followed, they may request that the relevant Local Board reviews the complaints process undertaken. A Review Request Form is available (Appendix 2) which can be issued.

Any review of the complaints process followed by the Academy will be conducted within 15 working days of the Review Request being received by the Clerk to Governors and written confirmation of the resolution will be sent to the complainant within that time frame.

Anonymous Complaints

Every effort will be made to identify the complainant. However, anonymous complaints will not be investigated until such time as the complainant makes themselves known to the school

Possible procedure

- The Chair of Governors will provide an update to the Board on complaints received by them
- All concerns or complaints to be acknowledged within 24 hours
- All concerns and complaints to be investigated within five working days
- Details of the investigation to be issued to the complainant, either by invitation or when this is not possible in writing

All complainants will be invited into school for a face to face discussion. Telephone calls will be dealt with immediately, without the need for logging the call, but if a satisfactory response is not given, complainants are to be encouraged to respond by letter when the above procedure can then come into operation.

If a telephone message is left, then we endeavour to call back within 24 hours. The main follow up letter can be kept simple, especially given the need for data protection issues to be adhered to.

Social Networking/Websites

The Hessle Academy deems it wholly inappropriate that a complaint/comment be placed in such a public area. Should the complainant make any direct or indirect reference to members of staff, learners, governors or the establishment they will be asked to meet with the Executive Headteacher, Chair of Governors or the most appropriate governance representative or another appropriate member of the Senior Leadership Team.

Safe Working Environments

Whilst we recognise that education and children and young people can be emotive areas for discussion within a school. We expect that visitors to the sites of The Hessle Academy will be polite and courteous to staff at all times. The following **Statement of Intent** outlines our expectation and will be displayed in all reception areas:

Statement of Intent

All members of the Academy community are entitled to safe and protective environments within which to work. Behaviour by visitors that causes or is perceived to cause harassment, alarm or distress to members of the school community will not be tolerated.

We will not tolerate threatening, abusive or insulting words and behaviour by visitors to our sites. Physical attacks and threatening behaviour, abusive or insulting language to staff, learners or visitors to our site. This includes abusive and insulting language used on phones or in any form of written communication.

It is not a right to be allowed onto a school site, but a privilege for all but the Executive Headteacher. Should our expectations not be met you will be asked to leave the site and may incur further consequences.

Internal Advice

Availability to parents

- Parents should be made aware of the complaints procedure once it has been established
- This will be published on the Academy website www.thehessleacademy.co.uk

Staff

- All staff will need to be aware of the procedure, thus a copy is available on the school's network or via the website
- Admin staff to have telephone numbers and staff details to hand
- Concerns and Complaints log to be maintained for written complaints to the Chair of Governors.



APPENDIX 1

Concern or Complaint Form

Please complete this form and return in a sealed envelope for the attention of the Executive Headteacher or, if your concern/complaint is about the Executive Headteacher, the Clerk to the Board of Governors.

Your name _____

Relationship to the Academy _____
E.g parent of a pupil at Penshurst Primary School

Learner Name _____
where relevant to the concern/complaint

Contact Details Telephone _____

E-Mail _____

Address _____

Please give a clear statement to outline your concern/complaint to allow the matter to be appropriately and effectively investigated.

**you may attach additional pages if required*

What action if any, have you already taken to try to resolve your concern/complaint?

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

Signature

Date

Office use ONLY

Date received:
Date Acknowledged:
Acknowledged by:

Complaint referred to:
Date referred:



APPENDIX 2

Concern or Complaint Review Request

Please complete this form and return in a sealed envelope for the attention of the the Clerk to the Board of Governors (Primary/Secondary/Sixth Form Local Board).

Your name _____

Relationship to the Academy _____

E.g parent of a pupil at Penshurst Primary School

Learner Name _____

where relevant to the concern/complaint

Contact Details Telephone _____

E-Mail _____

Address _____

Dear Chair of the Local Board

I submitted a formal concern/complaint to _____(Name of School)
and I do not feel that The Hessle Academy Concern and Complaints Policy has been followed.

I have attached copies of my formal complaint and the response(s) I received.

I do not believe the Policy was adhered to because:

Signature _____

Date _____

Office use ONLY

Date received:
Date Acknowledged:
Acknowledged by:

Complaint referred to:
Date referred: