

# Crown City Academy



## Complaints Policy

Policy reviewed by: CCA Leadership Team : May 2020

Next review date : May 2021

'School' refers to Crown City Academy; 'parents' refers to parents, guardians and carers. This is a whole school policy.

### Complaints Policy

CCA aim at working collaboratively in partnership with parents and other stakeholders. However, it is recognised that there are times when there will be issues that are not resolved to the satisfaction of parents and that they will wish to make a complaint. If parents have a complaint, the school will treat it in accordance with the policy and procedures detailed below. Responding to complaints will be given the highest priority by the school.

The school regards that a complaint is any matter about which a parent of a pupil is unhappy and seeks action by the school. All complaints will be investigated and the complainant notified of the outcome within 28 days. A record of all complaints will be made available to administration office on request. For contact details see the end of this policy. If a student is permanently excluded the parent may appeal using the complaints procedure. This policy is available on the school website.

The school will provide for a written record to be kept of all formal complaints that are made, and the action taken by the school as a result of these complaints (regardless of whether they are upheld). The school will ensure that all correspondence, statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection requests access to them.

#### Stage 1 – Informal resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their child's homeroom teacher. In many cases, the matter will be resolved immediately by this means to the parents' satisfaction. If the homeroom teacher cannot resolve the matter alone, it may be necessary for them to consult the School coordinator (Mr. Mashulano).
- Complaints made directly to the coordinator will usually be referred to the relevant homeroom teacher unless the coordinator deems it appropriate to deal with the matter personally.

- The homeroom teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved immediately, receipt of the complaint will be acknowledged within 3 days and a response provided within 5 working days. If a response cannot be provided within that time, or in the event that the homeroom teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

### **Stage 2 – Formal Resolution**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the School Director. The panel will consist of the school director, director of community relations and any nominated member. The panel will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the panel will meet with the parents concerned, normally within two days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Director to carry out further investigations, in which case a definitive answer will be given within 10 further working days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should proceed.
- After due consideration of all facts considered relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 14 days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it.
- The Panel's findings and recommendation will be sent in writing to the complainant and where relevant, the person regarding whom the complaint was made, and made available for inspection on the school premises by the governing body and the Directors.

### **Recording of Complaints**

- All complaints, and the outcome of the individual complaint, are duly recorded in the Complaints Register. The stage at which the complaint is concluded, whether at the preliminary stage or the final stage of a Panel Hearing, is appropriately noted.
- Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where disclosure is required in the course of the School's Inspection; or where any other legal obligation prevails.
- A record of complaints is kept for three years

#### Interpretation

In this policy the term “senior manager” means the school Director and his designated deputies.  
This policy applies in an entire school and other work environments within the Partnership.

This policy should be read in conjunction with the following policies:

**Disciplinary Procedure**

**Safeguarding Policy**

**Admissions, Misbehaviour and Exclusion Policy**

**Health and Safety Policy**



*CCA promotes positive relationships and encourages self-worth through setting high standards in learning and development that is creative, culturally, cognitively, linguistically, emotionally and physically appropriate*