



Complaints Policy

Updated: September 2024

Next review: September 2026

Ratified by the Chair of Governors

Name: Mawlana Maseehullah Patel

Signature:

A handwritten signature in black ink, written over a horizontal line. The signature is cursive and appears to read 'M. Patel'.

Green Oak Academy

Complaints Policy

As Green Oak Academy aims to deliver high quality education, there is also the need to create a safe and secured environment. Everyone must be treated with respect and care, as everyone is valued as an individual. Behaviour that undermines our ethos will not be encouraged or tolerated. The aim of this policy is to outline the procedures necessary for parents and carers to express their concerns or make a complaint.

Aim

The aim of this policy is to outline the procedures necessary for parents and carers to express concerns or make a complaint

This policy should be used for:

- Complaints relating to the schooling of your child;
- Complaints about the education and care provided to pupils at the school;
- Complaints about the school's operational arrangements;
- Complaints about the school's religious education and related matters.

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Vision

The school values its relationship with its community and especially the parents or carers of the students who attend the school. The governing body believes that feedback is an important ingredient in self-evaluation and raising standards. Everyone should feel that their concerns or complaints can be voiced and will be considered seriously. The school takes informal concerns seriously and aims to resolve them at the earliest stage in order to reduce the numbers that develop into formal complaints.

The underlying principle is that concerns will be handled, if at all possible, without the need for formal procedures. The requirement to have a complaints procedure will not in any way undermine efforts to resolve the concern informally. Staff will endeavor to resolve issues on the spot.

Formal procedures will be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

The Complaints Procedure will:

- encourage resolution of problems by **informal** means wherever possible;
- be **simple** to understand and use;
- be **impartial**;
- be **non-adversarial**;
- allow **swift** handling with established **time-limits** for action and keeping people informed of the progress;
- ensure a full and **fair** investigation by an independent panel *where necessary*;
- respect people's desire for **confidentiality**;
- provide **information** to the school's senior management team so that services can be improved.

Consequently, we offer a range of opportunities during the school year for parents to discuss any concerns they have about their child's progress or arrangements for learning. However, concerns may arise at other times.

Roles and responsibilities

This section of the policy highlights the School Complaints Procedure, which explains the process in more detail.

In brief the procedure is as follows:

Preliminary/Informal Stage:

- Parents should initially express their concerns to the relevant member of staff, Head of Department, or Form Tutor.
- The majority of concerns are normally resolved quickly and effectively this way.
- If the complaint is not resolved to the satisfaction of the complainant, the complainant may refer the matter to the Head teacher.

Stage 1 Head teacher

- If the matter has not been resolved in the Preliminary/Informal stage, the parent should write to the Head teacher.
- An acknowledgement letter will be sent to the parent. The Head teacher, who will look into the complaint and respond accordingly, will endeavour to make a formal response within 5 working days.
- In most cases, the complaint will be dealt with satisfactorily at this stage.

Stage 2 Chair of Governors

- If discussions with the Head teacher do not resolve the complaint, a parent may write formally to the Chair of Governors, via the school address, who will then review the issues and the Head teacher's response.
- An acknowledgement letter will be sent to the parent on receipt of the letter.

- The Chair of Governors will then inform the complainant about the conclusion and try to resolve the concerns. This response will endeavour to be made within 10 working days.

Stage 3 The Governing Body's Complaints Panel

- If, in the very rare circumstances, a parent remains dissatisfied with the outcomes and wishes to pursue the complaint, they may request that the Governing Body's Complaint Panel hears the case.
- The request should be made in writing to the Secretary of the Governing Body, via the school address and should include information about the:
 1. Nature of the original complaint.
 2. Steps taken by the Head teacher to deal with the matter and then Head teacher's response.
 3. Chair of Governors response.
 4. Reasons for pursuing the complaint beyond the Chair of Governors.

The Complaints Panel Meeting

- The Secretary will arrange a meeting within 15 days of the request and inform parents about the process and agenda.
- The complaints panel will consist of 3 Governors with no previous involvement in the matter. For complaints about the national curriculum, religious education and related matters, members will, where possible be drawn from the Governors curriculum committee.
- One person on the panel will be independent of the management and running of the school. This is so that an objective judgment can be made.
- Parents will be given the opportunity to submit additional supporting information prior to the meeting. The panel will then meet with all parties to consider both written and oral submissions.
- The parent may bring along a friend as moral support. The school will be sensitive to, and aware of, anything which may appear intimidating, such as the room layout; balance of staff and others and the total number of people involved; and unnecessary delay leading to keeping people waiting.

- An example of a typical agenda may be:

1. Introductions
2. Oral submissions by the complainant
3. Questions by the school
4. Oral response by the Head teacher and Chair of Governors
5. Questions by the complainant
6. Brief summary by the complainant, with no new information
7. Brief summary by the school, with no new information

- Parents (complainant), proprietors and the head teacher, and where relevant, the person complained about will be notified of the panel's findings and recommendations in writing within a stated timescale.

Findings and Record of Complaints

All stages of the complaint's procedure will be logged and available for inspection. It will indicate whether complaints were resolved at the preliminary stage, or whether they proceeded to a panel hearing. The log will detail (see Appendix A)

- Name of complainant
- Nature of complaint
- Date and time of complaint
- Action taken in responses to complaint
- Result of complaint investigation
- Information given to complainant.

Any correspondence, statements and records of complaints will be kept confidential.

Complaint form

Please complete and return to the Headteacher in the first instance, who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to 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.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

(Should you not be satisfied with the outcome of the headteacher's investigation, you will be asked to submit a revised copy of this form to the Chair of the Governing Body).

Complaint form to the Governing Body

Please complete and return to the Chair of Governors who will acknowledge receipt and arrange a meeting of the Complaints Committee.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to 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.

Signature:

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