

# ***Swindon Academy Policies***

## **Concerns and Complaints Policy for Parents (O14)**

It is the policy of Swindon Academy that all concerns and complaints are important and therefore taken seriously. It doing so, the aim is to achieve fast and effective resolutions.

We recognise that it can be distressing to have to make a complaint, therefore our complaints procedure states:

- Encourages resolution of problems by informal means wherever possible
- Is simple for complainants and staff to use
- Is impartial and fair
- Enables the swift handling of concerns, within acceptable time limits
- Keeps all relevant parties informed of the process along the way
- Respects confidentiality, where it does not contravene safeguarding guidelines
- Is used to inform any operational areas that need to be improved

If you wish to make a complaint, the following procedures will be applied:

1. You will need to complete the Swindon Academy Complaints Form (Appendix A), giving as much detail as possible (using additional paper if required). It must be completed in full, signed and dated and handed in to reception.
2. Your complaint will be logged by the Complaints Co-ordinator and allocated to a member of staff to follow through.
3. The investigating member of staff will contact you within 24 hours of receiving the information, sooner if the concern is of a more serious nature to confirm receipt of your complaint and arrange a meeting to discuss the details in more detail or arrange a time to call you to discuss them. (If your complaint is about the Principal it will be investigated by the Chair of Governors.)
4. Once the investigating member of staff has all the details, they will carry out their investigation, speaking to all people involved.
5. Once this has been completed they will call you back within 48 hours of the complaint having been received to arrange a time to meet to discuss the results of their investigation and discuss resolution.
6. If you are not happy with the resolution of the complaint at this stage in the process, it will escalate to the next stage of the Four-Stage Process.

### **1. The Complaint Coordinator will direct the complaint as follows:**

1. If the complaint is about a **primary teacher at Beech Avenue** it will be managed by **Mrs Hodgson**, the Primary Headteacher
2. If the complaint is about a **primary teacher at Alton Close**, it will be managed by **Mr Jacobs**, the Primary Headteacher
3. If the complaint is about a **secondary teacher** it will be managed by **Miss Stokes**, the Secondary Headteacher.

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4. If the complaint is about any **SEN issues** it will be managed by **the relevant site Headteacher**. Mr Jacobs at Alton Close, Mrs Hodgson at Beech Avenue Primary or Ms Stokes at Beech Avenue Secondary.
5. If the complaint is about a member of the **senior leadership team** it will be managed by **Mrs Robinson, Principal**.
6. If the complaint is about the **Principal** it will be managed by the **Chair of Governors**.
7. If the complaint is about an **academy policy** it will be managed by the **Principal**.
8. If the complaint is about a **member of the support staff** it will be managed by the **Mrs Jadeja, Director of Finance**.

### **2. Four-Stage Escalation Process**

There are four stages to the Complaints Procedure (except when the complaint is regarding the Principal, go to stage 3):

**Stage 1:** The complaint is investigated by the **member of staff allocated by the complaints coordinator**.

(informal) *If you are happy with the resolution at this stage, the concern will be closed. If not, it will escalate to Stage 2.*

**Stage 2:** The complaint is investigated by the **Principal**.

(formal) *If you are happy with the resolution at this stage, the complaint will be closed. If not, it will escalate to Stage 3.*

**Stage 3:** The complaint is investigated by the **Chair of Governors**

(formal) *If you are happy with the resolution at this stage, the complaint will be closed. If not, it will escalate to Stage 4.*

**Stage 4:** The complaint is investigated by **Local Governing Body (LGB) Complaints Appeal Panel**

*If you are happy with the resolution at this stage, the complaint will be closed. If not, it will escalate to the Department for Education to investigate.*

### **3. LGB Annual Review of Complaints**

The governing body regularly monitor the level and nature of complaints made and review outcomes in order to understand the effectiveness of procedures and to ensure that amendments to processes are made, where necessary. The aim of this action is to contribute to school improvement and identify any underlying issues that may need to be addressed.

### **4. Publicising the Concerns and Complaints Policy**

Swindon Academy commits to carrying out a transparent complaints process and makes the Concerns and Complaints Policy available to parents in the following ways:

- On the school website



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<b>What actions do you feel might resolve the problem at this stage?</b>
<b>Are you attaching any paperwork? If so, please give details below.</b>

<b>If you wish to add any further details, please do so below.</b>

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>For office use only</b>	
Complaint Number	
Date acknowledgement sent	
Acknowledgement sent by	
Complaint referred to	
Complaint referred on (date)	