



This Policy applies to schools within Inicio Educational Trust

Complaints Procedure

Approved by:

LGB

Created by: Inicio Trust

Last reviewed:

July 2024

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Next review due by:

July 2026 (or sooner if legislation change requires)

Policy Statement

Inicio Educational Trust prides itself on the outstanding quality of teaching and pastoral care provided to its students. It recognises that parents and carers may, from time to time, have concerns about the progress, achievement, behaviour or welfare of their daughter or son. Parents and carers are encouraged to make those concerns known to staff so that they can be addressed in partnership with the school.

This policy deals with complaints from parents/carers of current and former students, provided the complaint was initially raised when the student was still registered at the school. This policy does not deal with complaints from prospective parents.

A complaint can be any matter about which a parent/carer is unhappy and seeks action by the school. The school will take all concerns and complaints seriously and will make every effort to deal with complaints informally, at an early stage, in the spirit of continued respect and partnership.

This procedure does not apply in relation to appeals against student exclusions, admissions and safeguarding concerns (which are managed under the school's Admissions, Exclusions and Safeguarding Policies) and is distinct from formal staff disciplinary proceedings. Appeals regarding permanent exclusions are managed in accordance with the statutory DFE guidance on exclusions.

In most cases any concern or complaint, regardless of whose attention to whom it is initially brought, should be discussed informally (Stage 1) before being submitted at any of the following consecutive formal stages. However, complaints concerning the Headteacher may proceed directly to Stage 2 and be considered by the Chair of the Local Governing Body. A complaint against a member of the school leadership team may also proceed directly at Stage 2 and be considered by the Headteacher.

Policy Aims

The school aims to:

- Resolve all complaints in a timely manner and normally within the timescales set out in this policy. Where this is not possible, such as where a complaint is received during school holidays (which may cause a delay in collecting information, for example, owing to staff absence), the timescales set out in the policy may be extended and you will be informed of the reasons why and the new timescales. References to 'school days' means Monday to Friday (excluding bank holidays) when the school is open during term time. Parents/carers are in turn expected to proceed with their complaint in a timely and reasonable manner. It is expected that if parents/carers wish to escalate their complaint to the next stage of the procedure, they will generally do so within 15 school days of the conclusion of the current stage. Depending upon the circumstances, the school may, acting reasonably, treat a complaint as closed if a parent/carer has not proceeded within this timeframe;
- Ensure that complaints are managed, so far as reasonably possible, in line with the procedures set out in this document;

- Ensure that no-one, including a student, is penalised for concerns or complaints raised in good faith;
- Keep a written record, for at least 6 years, of all complaints, the action taken and at what stage they were resolved regardless of whether or not they were upheld;
- Record, in writing, whether each complaint was resolved following a formal procedure, or proceeded to a panel hearing, and the action taken by the school as a result of the complaint (regardless of whether they are upheld);
- Keep confidential all correspondence, statements and records relating to individual complaints except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them, or under other legal authority.

The school will keep records of formal complaints and panel hearings, as required by regulation. A record of formal complaints is kept by the school and held securely and is reviewed regularly by the Headteacher to identify whether review or change in practice is needed. Records are held in accordance with the Schools' Privacy Notice but in most cases for a period of at least 6 years.

Unless there are communication difficulties that require it, recording devices are not normally permitted during complaint meetings. Where it is necessary, all parties must agree in advance to being recorded. An unauthorised electronic recording of a conversation which has been obtained without the consent of all parties involved will not be accepted as evidence in a complaint meeting.

The school is fully committed to its obligations under the UK Equality Act (2010). Further details are available in the schools Equalities policy document listed on school's website.

The school seeks to implement this policy through adherence, whenever reasonably possible, to the procedures set out in the rest of this document.

In line with our Freedom of Information policy, this document is available to all interested parties on the Trust website and on request from the main school office and should be read in conjunction with the following documents: Admissions Policy, Anti-Bullying Policy, Behaviour Policy, Safeguarding Policy, SEND Policy and any other relevant school policies.

This document is reviewed annually by the Headteacher and the Local Governing Body or as events or legislation change requires.

Procedures

Stage 1: Informal Resolution

The school recognises that, almost invariably, the sooner concerns are raised the easier it is for an appropriate resolution to be found. In the first instance, you are encouraged to raise your concern or complaint with the following members of staff:

- Concerns of a pastoral nature should normally be made to your child's Head of Year
- Concerns of an academic nature should also be made through the Head of Year

- If the nature of your concern is broader and may cover both academic and pastoral issues then concerns should be directed to either the Assistant Headteacher connected to your child's year group, or the relevant Deputy Headteacher.

That person will normally acknowledge the complaint within 5 school days of receipt. They will try to identify areas of agreement and clarify any misunderstandings that might have occurred. They will make a written record of your concern or complaint, the date on which it was received, and then try to resolve the matter themselves or refer you to the appropriate person.

Should the matter not be resolved within 15 school days or fail to reach a satisfactory resolution then you may proceed with your complaint in accordance with Stage 2 of this procedure. If so, you will be expected to do so within a reasonable timeframe, ordinarily within 15 school days of receiving the outcome of Stage 1. If the complaint concerns the Headteacher, contact the Chair of the Local Governing Body (LGB) under Stage Two of this process.

Stage 2: Formal Resolution – Headteacher

If you wish to take your complaint to this stage, you should put your complaint in writing to the Headteacher. If the complaint is against the Headteacher, you should make your complaint directly to the Chair of the LGB. The Chair or his delegate will review your complaint in accordance with this stage of the procedure.

The Headteacher will acknowledge your formal complaint normally within 5 school days, and will explain how we propose to proceed and set a date (not normally more than 15 school days from the date of receipt of the formal complaint under Stage 2) by which time a response will be provided. The Headteacher will decide, after considering the complaint, the appropriate course of action to take which may include carrying out further investigation. Further investigation may affect timescales and if so, the Headteacher will keep you informed of a date for a response. The Headteacher will also decide whether it would be helpful to meet with you to discuss your complaint.

Once the Headteacher is satisfied that, so far as is reasonably practicable, all the relevant facts have been established, a decision will be made, and you will be informed in writing. This will normally be within 15 school days of having acknowledged the Stage 2 complaint. The response will set out the Headteacher's conclusion, the reasons for it, and any action taken or proposed. The school hopes that you will be satisfied with the outcome and will understand that your concerns have been fully and fairly considered.

If parents/carers are still not satisfied with the decision, they should proceed to Stage Three of this procedure within 15 school days of the Stage Two decision being communicated. If parents/carers do not invoke Stage Three within this timeframe the school may, acting reasonably, deem the complaint closed.

Stage 3: Formal Resolution – Local Governing Body (LGB) Complaints Panel

The third stage of the complaints procedure is the LGB Complaints Panel. If you wish to take your complaint to this stage you are required to put your complaint in writing to the Chair of

the LGB, requesting the complaint be reviewed by a Complaints Panel. It is important that you set the matter out in sufficient detail as well as the outcome you are seeking. You should also ensure a copy of all relevant documents accompany your request wherever possible.

A Clerk will be appointed to organise the meeting and convene a Panel consisting of three persons not directly involved in the matter detailed in the complaint, one of whom shall be independent of the management and running of the school. Wherever possible, the Clerk will convene a date for the meeting within 15 school days of receiving the Stage Three request for a Panel meeting. If the request is received during school holidays, the process may be delayed owing to limited availability of personnel and the Clerk will inform you when the meeting will be scheduled.

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 meeting. Copies of such further particulars shall be supplied to all parties, where possible, not later than four school days prior to the meeting. You may attend the meeting in person and may be accompanied if you so wish by a friend, relative or colleague. If you wish to be accompanied, you are required to notify the Clerk of the name and occupation of such a person. Legal representation will not normally be appropriate. The Headteacher may also arrange for a colleague to attend the meeting.

The Panel meeting of Stage 3 will go ahead unless you later indicate that you are satisfied and do not wish to proceed further. A Panel meeting may proceed notwithstanding that you may subsequently decide not to attend, in which case, the Panel will consider your complaint in your absence and issue findings on the substance of the complaint, thereby bringing the matter to a conclusion. The requirement for the Panel to proceed does not prevent the school from accommodating parental availability for dates or considering comments concerning Panel composition.

Communication of the LGB Complaints Panel Findings

After due consideration of all the facts the Panel considers relevant, the Panel will decide to do one or more of the following:

- 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 school's systems policies or procedures, where appropriate.

The Panel has no power to compel the school to take action.

The Chair of the Panel ensures that the LGB (where appropriate), the Headteacher, the complainant and, where relevant, the person complained about, are notified in writing of the panel's findings and recommendations within 15 school days of the hearing taking place.

This marks the end of the school's formal complaints process.

If the complainant remains dissatisfied following Stage 3, they may wish to put their complaint to The Education Funding & Skills Agency (EFSA):

<https://www.gov.uk/government/publications/complain-about-an-academy/complainabouthttps://www.gov.uk/government/publications/complain-about-an-academy/complainabout-an-academyan-academy>

Managing Serial and Unreasonable Complaints

There will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the Chair of the LGB will inform them in writing that the procedure has been exhausted and that the matter is now closed.

If the complainant writes again on the same issue, then the correspondence may be recognised as unreasonable under our 'Managing Serial and Unreasonable Complaints Policy' there will be no obligation on the part of the school to respond.

