



## Fierté Multi Academy Trust

# Policy on Complaints, Comments and Compliments 2018-19

At the heart of our Trust are both the UNICEF Rights Respecting values and articles and Learning Behaviours. Through these, we aim to put **children's rights** at the heart of our schools. We work together to embed children's rights in our ethos and culture; to improve well-being and develop every child's talents and abilities to their full potential. We aspire to give children a sense of pride and achievement in all that they undertake.

### 1 Introduction

- 1.1 We strive to provide a good education for all our children across the Trust. The Head teachers 'and staff work very hard to build positive relationships with all parents and we would like to hear from you if you:
- ❖ Are happy with the service it provides and would like to compliment the staff and its pupils
  - ❖ Have any suggestions about how the schools can improve the quality of provision
  - ❖ Have a complaint or concern

### 2. Expressing Approval in each academy:

- 2.1 When things go well, it is very helpful if parents express their approval. Maintenance of high levels of staff commitment, morale and motivation are essential to the provision of the best education for your child and positive feedback really helps
- 2.2 To express your approval you can write, telephone, email the office or speak personally to staff concerned or the Head teacher and your words will be much appreciated

### 3. Expressing Concerns in each academy:

- 3.1 The school is committed to providing a high quality service for the children in our care. However, sometimes a parent may have a concern that, in their opinion, this is not the case and may lead to them expressing their concern.
- 3.2 All complaints/concerns will be taken seriously and given full and proper consideration and the school has procedures in place which sets out the protocol that the school follows in such cases which is in line with the Local Authority (LA) policy
- 3.3 Any concern should be raised with the member of staff concerned or the Head teacher in the first instance. If the Head teacher considers it appropriate, another member of staff may be asked to respond because they have a particular responsibility or are familiar with the circumstances that have caused the concern. Hopefully, this would be sufficient to resolve the difficulty.

#### 4. Making a Formal Complaint in an academy:

##### ❖ **Step 1: The Head teacher:**

- ❖ Having discussed the concern the parent may feel it necessary to inform the Head teacher that they wish to make a complaint. The parent should do this by telephoning, writing a letter or arranging an appointment to meet with the Head teacher.

NB: Should any parents have a complaint about the Head teacher, they should first make an informal approach to the Governing Body via the Chair of Governors, who is obliged to investigate it. The Governor will do all s/he can to resolve the issue through a dialogue with the school/parent, but if parents are unhappy with the outcome, they can make a formal complaint, as outlined below. Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Local Governing Body and the Trust Board.

##### ❖ **Step 2: The Governing Body:**

- ❖ If the parent is dissatisfied with the response, the parents can make a formal complaint to the Governing Body. This can either be done by a letter to the Chair of Governors or the school will provide the appropriate form for this purpose. The form will need to be sent to the Chair of Governors. Details of how the complaint will be investigated will be included with the form and a written response should be sent to the parent.

Governors must consider the complaint within three weeks of receiving written notification. It will arrange a meeting to discuss the complaint and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school must give the complainant at least three days' notice of the meeting.

After hearing all the evidence, the Governors will consider their decision and inform the parent about it in writing. The Governors do all they can at this stage to resolve the complaint to the parent's satisfaction.

##### ❖ **Step 3: The Role of the Secretary of State for Education:**

- ❖ If a parent thinks that the Governors have failed to consider their complaint properly and reasonably, the parent can raise the matter with the Secretary of State for Education. However, this is not a general right of appeal for any parent who disagrees with the Governor's decision. If the Governors have followed a proper procedure and considered the complaint reasonably, the Secretary of State for Education will not reverse the decision.

If the parent does wish to raise the matter with the Secretary of State for Education, they should write to: The Secretary of State for Education, Department of Education, Sanctuary Buildings, and Great Smith Street, London. SW1P 3BT

The letter should explain:

- ❖ What the complaint was that the Governors considered
- ❖ What response they have made to it
- ❖ Why the parent thinks that the Governors have not followed a proper procedure in considering the complaint
- ❖ Why they think that their consideration was unreasonable.

#### **4 Monitoring and review**

- 4.1 The Local Governing Body of the academy monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head teacher logs all complaints received by the school, and records how they were resolved.
- 4.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.
- 4.3 This policy will be reviewed every two years, or before if necessary.

**Policy reviewed September 2018**

**Next review September 2019**

**COMPLAINTS FORM**

Please complete this form and return it to the school who will then forward it to the chair of the Governing Body.  
Please continue on a separate sheet if necessary.

The procedures to be followed in dealing with the complaint are outlined on the reverse of this form.

1. **Name** .....

2. **Address** .....

3. **Telephone Number**  
(Home) ..... (Work) .....

4. **Name of Child** .....

5. **Details of the Complaint** (please include the date or period of time to which your complaint relates and confirm whether you have already expressed your concerns informally, and to whom and when)

6. **Do you have a suggestion for change?**

Please attach copies of any more information you have to back up your complaint, such as letters or reports.

**Signed** ..... **Date** .....

Dear \_\_\_\_\_

(Name of Pupil)

Thank you for your letter of *(date)*, making a formal complaint against the school in relation to your son/daughter *(name of pupil)*. I have asked the Complaints Committee of the Governing Body to investigate your complaint and a meeting has been arranged for *(date, time and venue)*. You are invited to attend the meeting to present your case in person.

Please let me know if you do not wish to attend the meeting or if the date and time is inconvenient for you. Following the meeting a written report will be sent to you confirming the findings of the committee and, if applicable, the course of action to be taken.

Yours sincerely,

Chair of Governing Body

Dear \_\_\_\_\_

**Name of Pupil**

The complaints committee of the school's governing body considered your complaint at a meeting held on (date) and which you attended / did not attend (delete as appropriate).

I can now inform you that the committee's views on the complaint are as follows:-

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I trust that you feel that the meeting gave you the opportunity to express your views and that members of the committee gave full and fair consideration to your complaint.

Yours sincerely,

Chair of Governing Body