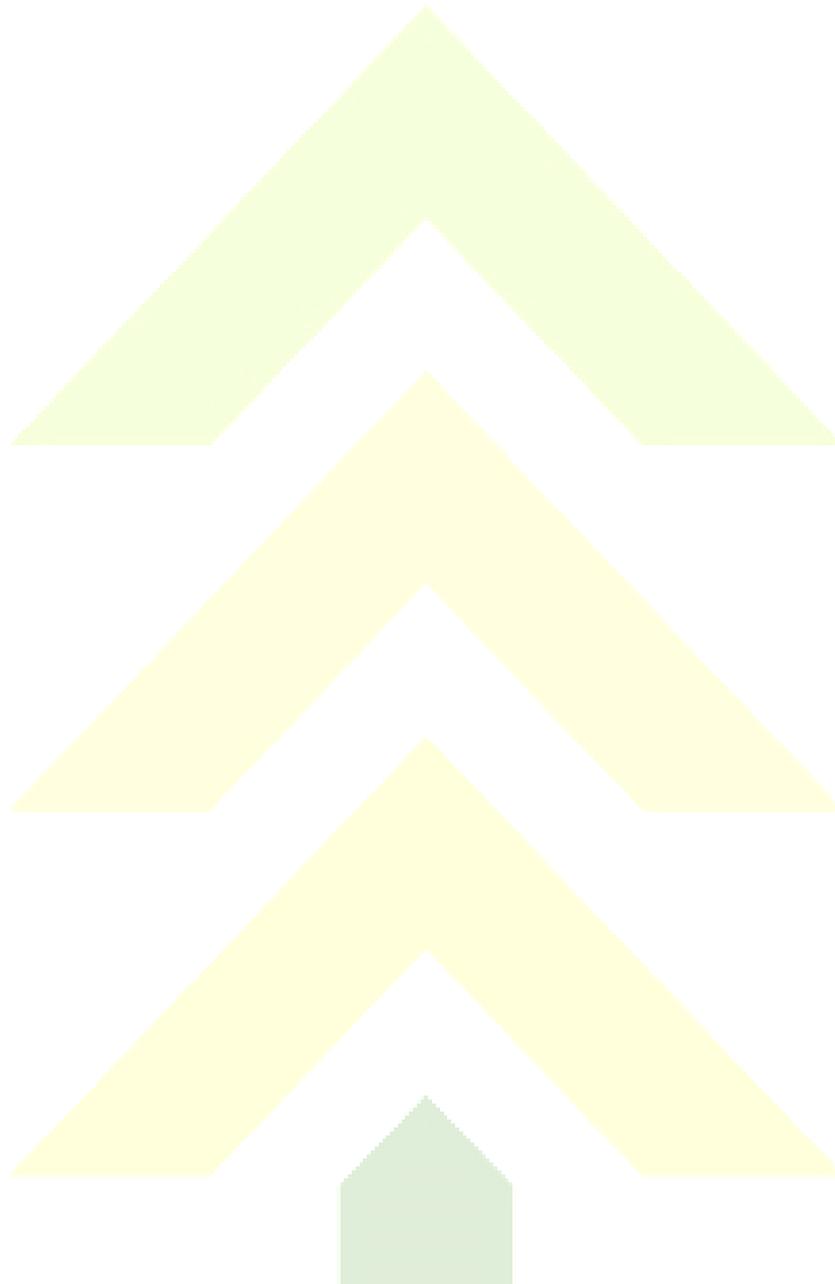


Complaints Policy



Approved by:	Local Advisory Board	Date:	22/03/2021
Last reviewed on:	17/03/2021		
Next review due by:	22/03/2022		

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Purpose

Most concerns raised by parents and carers about school matters are handled by school staff without the need for formal procedures. However, not all concerns can be resolved in this way and, under section 29 of the Education Act 2002, schools must have in place a procedure to deal with complaints relating to the school, and any community facilities or services that the school provides.

It is an important legal principle that the particular procedure used, and the resolution of each complaint, are the responsibility of each individual governing body and not the Local Authority (LA) or the Academy Trust (MAT). The governing body must, however, have regard to any guidance issued by the Secretary of State for the Department for Education (DfE).

Aim

Where complaints are made we will respond promptly, sensitively, courteously and in a helpful manner.

Responsibilities

- The Headteacher, in consultation with the Leadership Team and the Local Advisory Board (LAB), will ensure the overall implementation of the main provisions of the complaints policy and its review and revision.
- All staff will follow the relevant school and statutory procedures and if appropriate refer a complaint up via the line management structure in order to get a resolution.

Monitoring and Evaluation

The LAB will monitor the level of complaints. The Headteacher will advise the LAB of complaints that are received by the school, and where possible; the outcome of these complaints.

Procedures

- In cases where a complaint falls within the scope of the School's procedures it should be as detailed as possible.
- In cases where a complaint falls outside the scope of the School's procedure, DfE and LA statutory provisions will be followed.

Defining a Complaint

A complaint is an expression of dissatisfaction about the standards of service, actions or the lack of action by the school or its staff, affecting an individual student, person or group of students or people.

You may want to complain if you think:

- We have not treated you fairly or politely.
- We have not done something we should have done.
- We have done something badly.



How We Deal With a Complaint

When we receive complaints we will:

- Deal with people courteously and in a sensitive and helpful manner.
- Put things right where it is clear that we have not given the service that you have the right to expect.
- Analyse complaints so that we can plan for the future by taking your views into account.

The Stages to Follow

If you are unhappy with any aspect of the school, you should contact the office, a member of staff or the appropriate senior manager. Let us know that something is wrong and we will try to sort it out straightaway wherever possible.

The intention is that any issue is resolved at the earliest opportunity. If this is not successful, there are three stages through which a complaint may pass.

Stage One

- If things cannot be resolved, or if you are still unhappy with the way we are handling your concerns, you can make a complaint. It is best if the complaint is made to the teacher you have been dealing with. You can do this by writing a letter or speaking to the member of staff, either face to face or on the telephone, and stating that you wish to make a formal complaint.
- Upon receiving a formal complaint, the member of staff must inform the Deputy Headteacher, who will monitor the progress of the complaint.
- You should receive a written acknowledgement of your complaint within three working days and a response within ten working days. If your complaint cannot be resolved by then you should get a letter saying why not and giving you a new deadline for a full response.

Stage Two

If you are unhappy with the outcome of stage one you can take the matter further and complain to the Headteacher. Your complaint will be fully investigated and again, we will respond within ten working days.

Stage Three

If you are still unhappy after the stage two investigation, you can complain to the Chair of the Local Advisory Board. Your complaint will be fully reviewed and a response will be sent to you within 15 working days. We will let you know if it is going to take any longer. If the Chair of the LAB feels that it would help to resolve the complaint s/he will call a panel of governors together to hear your complaint and decide what actions to take. This hearing will take place within one month, at a time that is mutually convenient.

Complaints to the Chair should be written and passed to the School reception so that it can be posted to them; or you can email directly to chair@chaseleapru.staffs.sch.uk.



Chaselea

Engage. Perform. Achieve.

Complaints About the Headteacher

If you wish to complain about the Headteacher, then the complaint should be sent to the Chair of the Local Advisory Board. Your complaint will be fully reviewed and a response will be sent to you within 15 working days. We will let you know if it is going to take any longer. If the Chair of the LAB feels that it would help to resolve the complaint s/he will call a panel of governors together to hear your complaint and decide what actions to take. This hearing will take place within one month, at a time that is mutually convenient.

Complaints to the Chair should be written and passed to the School reception so that it can be posted to them; or you can email directly to chair@chaseleapru.staffs.sch.uk.

Statutory Complaints

Some complaints come outside the scope of Chaselea' own complaints procedure – for example admission, exclusions, child protection and special educational needs. These are matters where there are already specific processes in place and should be referred to the relevant body, person or authority.

We hope our complaints procedure will help you to resolve quickly and successfully any problems you may have with the School. However, if you do not think we have dealt with your complaint properly you can make a complaint to the Local Authority, or Manor Hall Academy Trust.

If you need further advice regarding this, please speak to the Headteacher.

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