

Complaints

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1. Aims

- 1.1. Our school aims to meet its statutory obligations when responding to complaints from parent/carers of students at the school, and others.
- 1.2. When responding to complaints, we aim to:
 - Be impartial and non-adversarial
 - Facilitate a full and fair investigation by an independent person or panel, where necessary
 - Address all the points at issue and provide an effective and prompt response
 - Respect complainants' desire for confidentiality
 - Treat complainants with respect and courtesy
 - Ensure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
 - Keep complainants informed of the progress of the complaints process
 - Consider how the complaint can feed into school improvement evaluation processes.
- 1.3. We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

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- 1.4. The school will aim to give the complainant the opportunity to complete the complaints procedure in full. To support this, we will ensure we publicise the existence of this policy and make it available on the school website.
 - 1.5. Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

2. Legislation and Guidance

- 2.1. This document meets the requirements set out in part 7 of the schedule to the Education (Independent School Standards) Regulations 2014, which states that we must have and make available a written procedure to deal with complaints from parent/carers of students at the school.
- 2.2. It is also based on guidance published by the Education and Skills Funding Agency (ESFA) on creating a complaints procedure that complies with the above regulations, and refers to good practice guidance on setting up complaints procedures from the Department for Education (DfE).

3. Definitions and Scope

3.1. DEFINITIONS

The DfE guidance explains the difference between a concern and a complaint:

- A concern is defined as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”
- A complaint is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”.

3.2. SCOPE

- 3.2.1. The school intends to resolve complaints informally where possible, at the earliest possible stage. See Appendix 1 for a flowchart explaining the scope.
- 3.2.2. There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.
- 3.2.3. This policy does not cover complaints procedures relating to:
 - Admissions
 - Statutory assessments of special educational needs (SEN)
 - Safeguarding matters
 - Exclusion
 - Whistle-blowing
 - Staff grievances
 - Staff discipline.
- 3.2.4. Please see our separate policies for procedures relating to these types of complaint.

3.3. Arrangements for handling complaints from parent/carers of children with special educational needs or disability (SEND) about the school's support are within the scope of this policy. Such complaints should first be made to the special educational needs co-ordinator (SENDCO); they will then be referred to this complaints policy. Our SEND policy and information report includes information about the rights of parent/carers of students with disabilities who believe that our school has discriminated against their child.

3.4. Complaints about services provided by other providers who use school premises or facilities should be directed to the provider concerned.

4. Roles and Responsibilities

4.1. THE COMPLAINANT

The complainant will get a more effective and timely response to their complaint if they:

- Follow these procedures
- Complete the form to register their complaint (Appendix 2)
- Co-operate with the school throughout the process, and respond to deadlines and communication promptly

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- Ask for assistance as needed
 - Treat all those involved with respect
 - Do not publish details about the complaint on social media.

4.2. THE INVESTIGATOR

An individual will be appointed to look into the complaint, and establish the facts. They will:

- Interview all relevant parties, keeping notes
- Consider records and any written evidence and keep these securely
- Prepare a comprehensive report to the Headteacher or complaints committee which includes the facts and potential solutions.

4.3. CLERK TO THE ACADEMY TRUST

The clerk will:

- Be the contact point for the complainant and the complaints committee, including circulating the relevant papers and evidence before complaints committee meetings
- Arrange the complaints hearing
- Record and circulate the minutes and outcome of the hearing.

4.4. COMMITTEE CHAIR

The committee chair will:

- Chair the meeting, ensuring that everyone is treated with respect throughout
- Make sure all parties see the relevant information, understand the purpose of the committee, and are allowed to present their case.

5. Principles for Investigation

5.1. When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the complainant feels would put things right.

5.2. TIME SCALES

5.2.1. The complainant must raise the complaint within 3 months of the incident. If the complaint is about a series of related incidents, they must raise the complaint within 3 months of the last incident.

5.2.2. We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

5.2.3. When complaints are made out of term time, we will consider them to have been received on the first school day after the holiday period.

5.2.4. If at any point we cannot meet the time scales we have set out in this policy, we will:

- Set new time limits with the complainant
- Send the complainant details of the new deadline and explain the delay.

6. Stages of Complaint (Not Complaints against the Headteacher or Trustees)

6.1. STAGE 1: INFORMAL

6.1.1. The school will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

6.1.2. The complainant should raise the complaint as soon as possible with the relevant member of staff or the Headteacher, either in person or by letter, telephone or email. If the complainant is unclear who to contact or how to contact them, they should contact the school office by phone (020 8568 5791) or email (school@isleworthsyon.org).

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- 6.1.3. The school will acknowledge informal complaints within 5 school days, and investigate and aim to provide a response, normally within a further 10 school days.
- 6.1.4. The informal stage of the procedure should be exhausted before the matter is referred to the formal stage. If any substantial complaint is made to a member of staff by a complainant, it should be referred to that member of staff's line manager, or the Headteacher, as appropriate, if it cannot be resolved immediately by the member of staff to the satisfaction of the complainant.
- 6.1.5. We encourage complainants to state what actions they feel might resolve the problem at any stage. An admission that the school could have handled the situation better is not the same as an admission of negligence.
- 6.1.6. At all times, we will seek to identify areas of agreement between the parties and clarify any misunderstandings that might have occurred, because this can create a positive atmosphere in which to discuss any outstanding issues.
- 6.1.7. At each stage, the person investigating the complaint makes sure that they:
- Clarify the nature of the complaint and what remains unresolved.
 - Establish what has happened so far and who has been involved.
 - Meet or contact the complainant to seek further information if necessary.
 - Clarify what the complainant feels would put things right.
 - Interview those involved in the matter and/or those complained of.
 - Keep notes of the interview.
- 6.1.8. If the complaint is not resolved informally, it will be escalated to a formal complaint.

6.2. STAGE 2: FORMAL

- 6.2.1. The formal stage involves the complainant putting the complaint to the Headteacher and/or the subject of the complaint:
- In a letter or email
 - Over the phone
 - In person
 - Through a third party acting on their behalf.
- 6.2.2. The complainant should provide details such as relevant dates, times and the names of witnesses of events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint.
- 6.2.3. If complainants need assistance raising a formal complaint, they can contact the school by phone (020 8568 5791) or email (school@isleworthsyon.org).
- 6.2.4. The Headteacher (or other person appointed by the Headteacher for this purpose) will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within 10 school days.
- 6.2.5. If the complainant is not satisfied with the response and wishes to proceed to the next stage of this procedure, they should inform the clerk to the governing board in writing within 10 school days.

6.3. STAGE 3: REVIEW PANEL

- 6.3.1. Complaints will be escalated to the panel hearing stage if the complainant is not satisfied with the response to the complaint at the second, formal, stage.
- 6.3.2. The panel will be appointed by or on behalf of the proprietor and must consist of at least 3 people who were not directly involved in the matters detailed in the complaint. At least 1 panel member must be independent of the management and running of the school. The panel cannot be made up solely of governing board members, as they are not independent of the management and running of the school. We will endeavour where possible to ensure that the panel promotes equality of representation.
- 6.3.3. The panel will have access to the existing record of the complaint's progress (see section 10).
- 6.3.4. The complainant must have reasonable notice of the date of the review panel; however, the review panel reserves the right to convene at their convenience rather than that of the complainant. At the review panel meeting, the

complainant and representatives from the school, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.

- 6.3.5. The complainant must be allowed to attend the panel hearing and be accompanied if they wish.
- 6.3.6. At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called, as appropriate, to present their evidence.
- 6.3.7. The panel, the complainant and the school representative(s) will be given the chance to ask and reply to questions. Once the complainant and school representative(s) have presented their cases, they will be asked to leave and evidence will then be considered.
- 6.3.8. The panel will then put together its findings and recommendations from the case. The panel will also provide copies of the minutes of the hearing and the findings and recommendations to the complainant and, where relevant, the individual who is the subject of the complaint, and make a copy available for inspection by the proprietor and Headteacher.
- 6.3.9. The school will inform those involved of the decision in writing within 3 school days.

7. Complaints Against the Headteacher, a Trustee or the Governing Board

The information below is taken from the best practice guidance for maintained schools. Maintained schools may still need to work with their local authority, and the clerk to trustees, to develop appropriate procedures for providing fair and impartial hearings where a complaint concerns the governing board.

Other school types: set out more information about your school's procedure for dealing with complaints of this kind here, including who will be involved and time scales. You could use the following information as a guide, but should still consider what will work in your setting.

7.1. STAGE 1: INFORMAL

- 7.1.1. Complaints made against the Headteacher or any member of the governing board should be directed to the clerk to the Academy Trust in the first instance.
- 7.1.2. If the complaint is about the Headteacher or one member of the governing board (including the chair or vice-chair), a suitably skilled and impartial trustee will carry out the steps at stage 1 (set out in section 6 above).

7.2. STAGE 2: FORMAL

If the complaint is jointly about the chair and vice-chair, the entire governing board or the majority of the governing board, an independent investigator will carry out the steps in stage 2 (set out in section 6 above). They will be appointed by the governing board and will write a formal response at the end of their investigation.

7.3. STAGE 3: REVIEW PANEL

If the complaint is jointly about the chair and vice-chair, the entire governing board or the majority of the governing board, a committee of independent trustees will hear the complaint. They will be sourced from local schools or the local authority and will carry out the steps at stage 3 (set out in section 6 above).

8. Referring Complaints on Completion of the School's Procedure

- 8.1. If the complainant is unsatisfied with the outcome of the school's complaints procedure, they can refer their complaint to the ESFA. The ESFA will check whether the complaint has been dealt with properly by the school. The ESFA will not overturn a school's decision about a complaint. However, it will look into:
 - Whether there was undue delay, or the school did not comply with its own complaints procedure
 - Whether the school was in breach of its funding agreement with the secretary of state
 - Whether the school has failed to comply with any other legal obligation.
- 8.2. If the school did not deal with the complaint properly, it will be asked to re-investigate the complaint. If the school's complaints procedure is found to not meet regulations, the school will be asked to correct its procedure accordingly.
- 8.3. For more information or to refer a complaint, see the following webpage:
<https://www.gov.uk/complain-about-school>
- 8.4. We will include this information in the outcome letter to complainants.

9. Persistent Complaints

9.1. UNREASONABLY PERSISTENT COMPLAINTS

9.1.1. Most complaints raised will be valid, and therefore we will treat them seriously. However, a complaint may become unreasonable if the person:

- Has made the same complaint before, and it's already been resolved by following the school's complaints procedure
- Makes a complaint that is obsessive, persistent, harassing, prolific, defamatory or repetitive
- Knowingly provides false information
- Insists on pursuing a complaint that is unfounded, or out of scope of the complaints procedure
- Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refuses to co-operate with this complaints procedure, or insists that the complaint is dealt with in ways that are incompatible with this procedure and the time frames it sets out
- Changes the basis of the complaint as the investigation goes on
- Makes a complaint designed to cause disruption, annoyance or excessive demands on school time
- Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value.

9.1.2. Steps we will take

We will take every reasonable step to address the complainant's concerns, and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal (as outlined above) wherever possible.

If the complainant continues to contact the school in a disruptive way, we may put communications strategies in place. We may:

- Give the complainant a single point of contact via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term
- Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice
- Put any other strategy in place as necessary.

9.1.3. Stopping responding

We may stop responding to the complainant when all of these factors are met:

- We believe we have taken all reasonable steps to help address their concerns
- We have provided a clear statement of our position and their options
- The complainant contacts us repeatedly, and we believe their intention is to cause disruption or inconvenience.

9.1.4. Where we stop responding, we will inform the individual that we intend to do so. We will also explain that we will still consider any new complaints they make.

9.1.5. In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from our school site.

9.2. DUPLICATE COMPLAINTS

9.2.1. If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we hadn't previously considered, or any new information we need to take into account.

9.2.2. If we are satisfied that there are no new aspects, we will:

- Tell the new complainant that we have already investigated and responded to this issue, and the local process is complete
- Direct them to the DfE if they are dissatisfied with our original handling of the complaint.

9.2.3. If there are new aspects, we will follow this procedure again.

9.3. COMPLAINT CAMPAIGNS

9.3.1. Where the school receives a large volume of complaints about the same topic or subject, especially if these come from complainants unconnected with the school, the school may respond to these complaints by:

- Publishing a single response on the school website
- Sending a template response to all of the complainants.

9.3.2. If complainants are not satisfied with the school's response, or wish to pursue the complaint further, the normal procedures will apply.

10. Record Keeping

10.1. The school will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

10.2. This material will be treated as confidential and held centrally, and will be viewed only by those involved in investigating the complaint or on the review panel.

10.3. This is except where the secretary of state (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request or through a subject access request under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

10.4. Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and our Data Retention & Destruction Policy.

10.5. The details of the complaint, including the names of individuals involved, will not be shared with the whole governing board in case a review panel needs to be organised at a later point.

10.6. Where the governing board is aware of the substance of the complaint before the review panel stage, the school will (where reasonably practicable) arrange for an independent panel to hear the complaint.

10.7. Complainants also have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The decision to approve this request is made by the governing board, who will not unreasonably withhold consent.

11. Learning Lessons

The trustees serving on the Resources Committee of the Academy Trust will review any underlying issues raised by complaints with the Headteacher and senior leadership team where appropriate, and respecting confidentiality, to determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

12. Monitoring Arrangements

12.1. The Resources Committee of the Academy Trust will monitor the effectiveness of the complaints procedure in ensuring that complaints are handled properly. The Headteacher will track and report to the trustees the number and nature of complaints, and review underlying issues as stated in section 11.

12.2. The complaints records are logged and managed by the Headteacher.

12.3. This policy will be reviewed by the Headteacher/Resources Committee of the Academy Trust every 3 years.

12.4. At each review, the policy will be approved by Resources Committee of the Academy Trust.

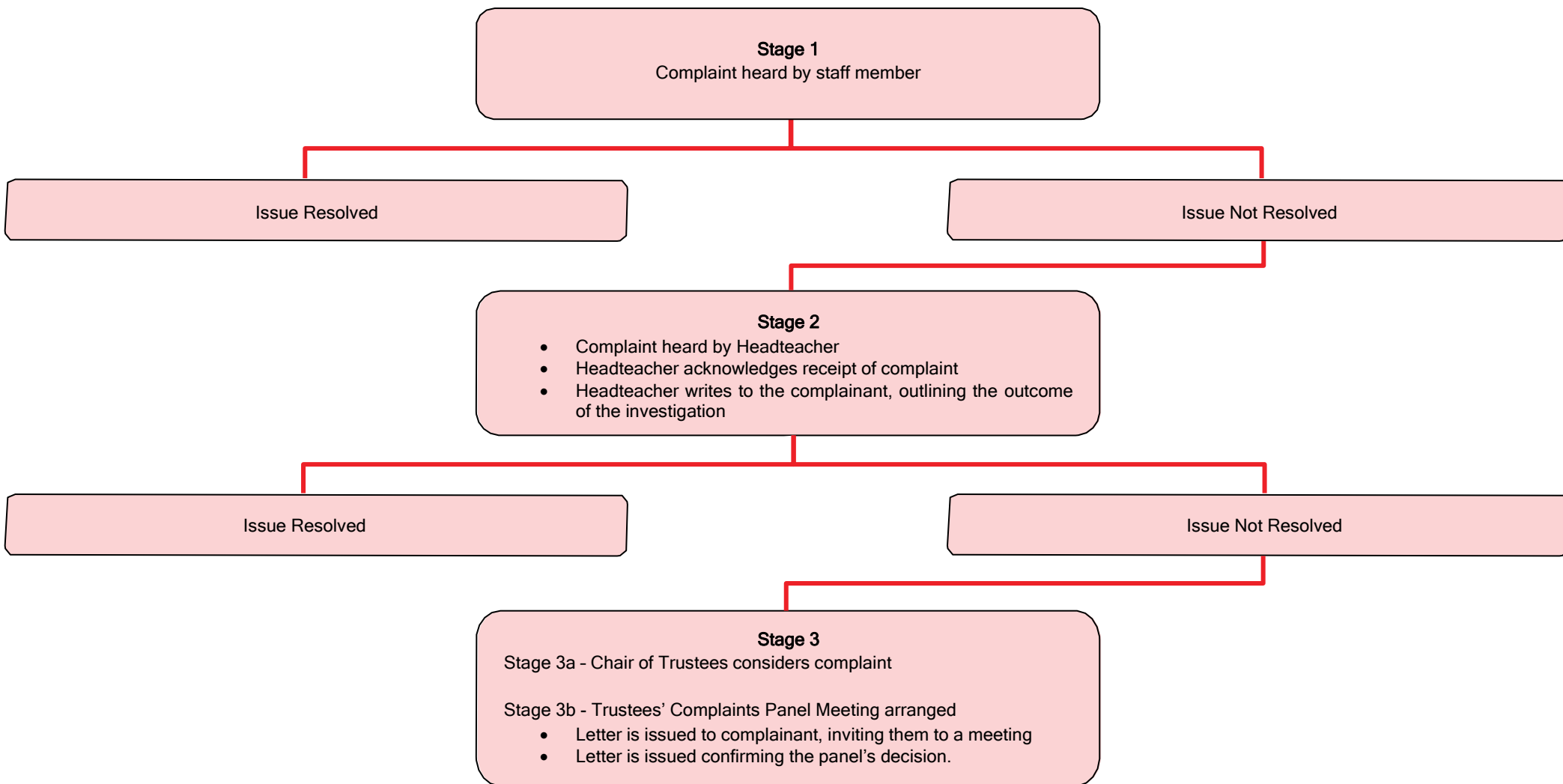
13. Links with other Policies

Policies dealing with other forms of complaints include:

- Child protection and safeguarding policy and procedures
- Admissions policy
- Exclusions policy
- Staff grievance procedures

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- Staff disciplinary procedures
 - SEN policy and information report
 - Privacy notices.

Appendix 1: Flowchart for the Complaints Procedure



Please complete this form and return it to _____, who will acknowledge receipt and explain what action will be taken.

Basic Information

YOUR NAME:		STUDENT NAME:	
RELATIONSHIP TO THE STUDENT:			
ADDRESS:		POSTCODE:	
DAYTIME TELEPHONE NUMBER:		EVENING TELEPHONE NUMBER:	

Complaints Details

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:	
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Official Use

DATE ACKNOWLEDGEMENT SENT:		BY WHOM:	
COMPLAINT REFERRED TO		DATE	

Appendix 3: Checklist for a Panel Hearing

The Trustees' Complaints Panel needs to take the following points into account:

- The hearing is as informal as possible.
- After introductions, the complainant is invited to explain their complaint.
- The Headteacher may question the complainant.
- The Headteacher is then invited to explain the school's actions.
- The complainant may question the Headteacher.
- The panel may ask questions at any point.
- The complainant is then invited to sum up their complaint.
- The Headteacher is then invited to sum up the school's actions and response to the complaint.
- The chair explains that both parties will hear from the panel within a set time scale.
- Both parties leave together while the panel decides on the issues.

In circumstances where witnesses form part of the proceedings, they are only required to attend for the part of the hearing in which they give their evidence. They may be questioned by the complainant and/or Headteacher and trustees.