

Canonium Learning Trust



Concerns and Complaints Policy

Adopted: 2019/2020

Next review: 2022/2023

This document is a statement of how Canonium Learning Trust Academies will deal with concerns and complaints directed at the school.

INTRODUCTION

We believe that each academy (school) provides a good education for all of its children, and that the headteacher and other staff work hard to build constructive relationships with all parents/carers.

How to share a concern

To ensure that every child is happy at school and making good progress, it is important that any concerns are raised promptly with the school. This will enable the matter to be addressed informally.

If a parent/carer has a concern about anything to do with the education or well-being of their child, initially they should discuss the matter with their child's class teacher. This meeting will be arranged through the school office.

Most matters of concern can be resolved in this way. In the event that an issue is not satisfactorily resolved, this can be escalated through this Complaints Procedure.

PURPOSE OF THE POLICY

The following policy sets out the formal procedure that each academy follows if concerns or complaints are raised by parents/carers.

AIMS

In dealing with complaints, we aim to:

- be fair, open and honest
- address them as swiftly as possible
- resolve any complaints through open dialogue and, as best we can, put the interests of the child above all other issues
- All complainants will be contacted within 3 working days

What to do if the matter is not resolved through discussion with the class teacher

Where a parent/carer feels that a situation has not been resolved through informal discussion with the class teacher, they should make an appointment, again through the school office, to discuss the concern with the Year Group Leader, Phase Leader, Inclusion Leader, Assistant Headteacher or Deputy Headteacher (if applicable).

What to do if the matter is not resolved through discussion with Year Group Leader, Phase Leader, Inclusion Leader, Assistant Headteacher or Deputy Headteacher (where applicable)

Where a parent/carer feels that a situation has not been satisfactorily resolved through discussion with the Year Group Leader, Phase Leader, Inclusion Leader, Assistant Headteacher or Deputy Headteacher (where applicable) or that their concern is of a serious nature, they should make an appointment, through the school office, to discuss it with the headteacher.

What to do if the matter is not resolved through discussion with the headteacher or you have a concern about the headteacher

Should a parent/carer feel that the headteacher has not been able to resolve the situation or if they have a complaint about the headteacher, they should initially make an approach to the member of the academy's Teaching and Learning Council with delegated responsibility for complaints. The purpose of this referral is to enable an opportunity for an independent person to assess the concern or complaint and offer advice to the complainant.

The contact details of the academy Teaching and Learning Council delegated person with responsibility for complaints is available from the individual academy office.

What to do if the matter is not resolved through discussion with the academy Teaching and Learning Council delegated person with responsibility for complaints or that the matter is of a considerably serious nature.

In these circumstances, the concern or complaint must be made in writing outlining as much detail as possible. This should be sent to the Chair of the Board of Directors for his/her consideration.

The contact details of the chair of the Board of Directors are available from the academy office.

Where the parent/carer is not satisfied with the response to the complaint made. The Chair will make provision for a hearing before an appointed panel consisting of at least three people who are not directly involved in the matters detailed in the complaint. They will ensure, where there is a panel hearing of a complaint, one panel-member is independent on the management and running of the school.

What to do if the matter is not resolved through a formal complaint to the Chair of Directors

If any parent/carer is still not content that the complaint has been resolved, they are entitled to appeal to the Secretary of State for Education.

MONITORING AND REVIEW

The board of directors monitor the concern and complaints procedure, in order to ensure that all issues are handled properly. Each individual academy's Headteacher keeps a register of all concerns and complaints received by the school and records how they were resolved. The member of the academy's Teaching and Learning Council with delegated responsibility for complaints periodically examines this register.