



Complaints Procedure for Parents

Last Update July 2014

Stage 1 Complaints Managed Informally:

We hope that the school can resolve any complaints that parents may have and initially a parent/guardian should contact their child's class teacher, Year Head, Key Stage head, Deputy Headteacher or Headteacher to make an appointment to discuss their concerns. In most cases we find that complaints are dealt with successfully at this informal level. However, there are formal routes that you can use if you wish to take the matter further.

We would hope to be able to arrange a meeting to discuss a complaint informally within 3 working days and to have investigated and responded to the complaint with 10 working days of the informal complaint meeting.

Stage 2 Written Complaints:

If a parent feels their complaint has not been satisfactorily resolved informally, they should write to the Headteacher and detail their concerns. The Headteacher will arrange an investigation and ensure that a response is provided.

We would hope to acknowledge receipt of the written complaint within 3 working days of its receipt. If a face-to-face clarification meeting is required in order to establish the full context of the complaint, we would hope to arrange this within 3 working days. We would hope to have investigated and responded to the complaint with 10 working days of the original letter arriving or the clarification meeting if one has been needed.

Where a parent feels they are not satisfied with the investigation and findings arranged by the Headteacher in response to their written complaint they may appeal to the Board of Directors of the Beckfoot and Hazelbeck Trust. The nature of the complaint should be made in writing and should be addressed to the Academy Trust Administrator at the Beckfoot School address.

Stage 3 Director or Panel Hearings:

When a parent raises a complaint with the Board of Directors, the Directors will check firstly to see that the complaint has been thorough Stage 1 and Stage 2 of this procedure. If it has, a Panel Hearing will be arranged. The Panel will include three people not involved in matters detailed in the complaint and at least one will be independent of the management and running of the school. The Panel will hear the complaint, investigate and establish any findings and/or recommendations.

Parents attending the Panel can be accompanied. The findings and any recommendations from the Panel Hearing will be made available to the parent making the complaint and will also be available for the Headteacher.

The Board of Directors would hope to acknowledge receipt of the written complaint within 3 working days of its receipt. A Panel Hearing will be arranged as soon as possible and hopefully within 10 working days. The Panel would hope to have investigated and responded to the complaint with 10 working days Panel Hearing.

Stage 4. Complaints about the Academy Trust

If parents consider they have not received satisfactory resolution to their complaint after elevating the concern to the Academy Trust Board, they can consider referring to one of the following:

- Education Funding Agency (Responsible for monitoring Academy Trust financial probity for the Government)
- The Audit Commission (confidential reporting for suspected fraud)
- Local Citizens Advice Bureau

Confidentiality

Correspondence, statements and records relating to individual complaints are kept confidentially but may be shown to organisations like Ofsted responsible for inspecting school standards.

ENDS