



Elston Hall Multi-Academy Trust Complaints Policy

Headteacher: Mr K Grayson

Last Review of Policy: October 2017

Approved by the Board of Trustees on *13th November 2017 TBC*

Elston Hall Multi-Academy Trust

Complaints Policy

Updated October 2017

1. Introduction

1.1 We believe that our Trust provides a good education for all our children, and that the Leadership Team and other staff work very hard to build positive relationships with all parents. However, the Trust and its schools are obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the schools follows in such cases. This policy applies to all schools within the Trust and reference to 'school' within the policy applies to Elston Hall, Palmers Cross, Edward the Elder and any other school who may join the Trust whilst this policy is in place.

2. Aims and objectives

2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3. The complaints process

How to share a concern

3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

What to do if the matter is not resolved through informal discussion

3.2 Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Deputy / Associate Headteacher.

3.2.1 - If the issue is not at that point resolved, the parent may then take their concern to the Executive Headteacher. The Executive Headteacher considers any such complaint very seriously and investigates each case thoroughly.

Most complaints are normally resolved at this stage.

How to take the matter further

3.3 Only if an informal complaint to the Deputy / Associate or Executive Headteacher fails to resolve the matter should a formal complaint be made to the Local Governing Board. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of the Local Governing Board.

The Local Governing Board must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to provide any further evidence to be considered.

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

Who to appeal to next

3.4 If the complaint is not resolved, a parent may make representation to the Board of Trustees of Elston Hall Multi-Academy Trust. A further meeting is then held by the Trustees who would consider all the evidence and make a further judgement in an attempt to resolve the complaint.

3.5 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

4. Monitoring and review

4.1 The Board of Trustees monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Executive Headteacher logs all formal complaints received by each school and records how they were resolved. Governors/Trustees examine this log on an annual basis.

4.2 The Trustees 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.