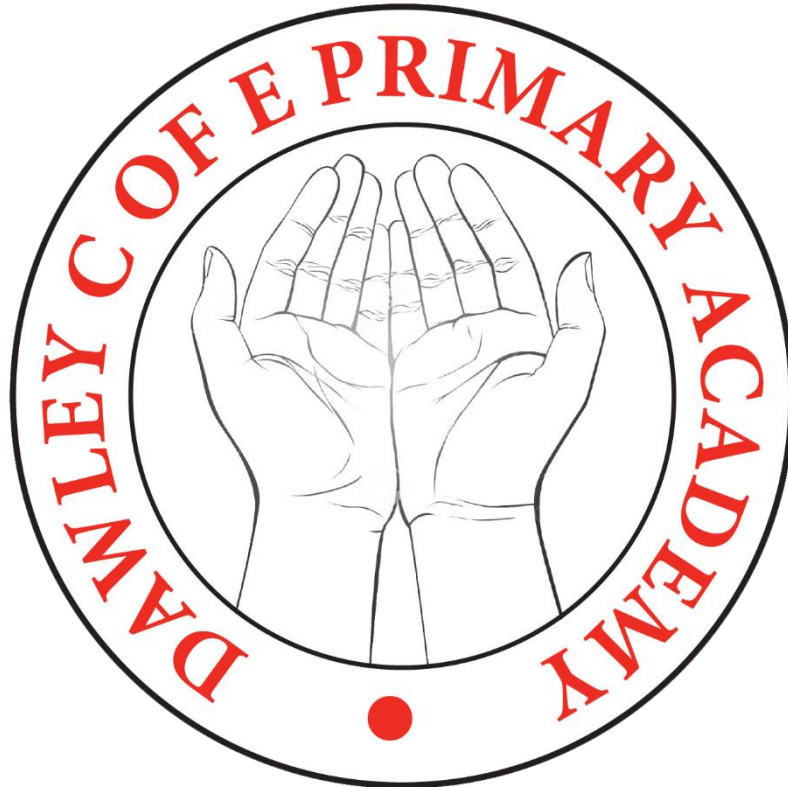


Dawley C of E Primary Academy



Enriching Learning, Enriching Life'

John 10:10 '...I have come that they may have life, and have it
to the full.'

Complaints Procedure

Date: March 2017

Review Date: March 2019

COMPLAINTS SYSTEM

A complaint is defined as an expression of grievance or dissatisfaction received from parents/carers or members of the community regarding (actions taken by school and the school community, standards of the service we provide, or discrimination in its delivery, or our policies).

We hope that parents will feel able to approach the Academy about any concerns they may have. Most difficulties can be resolved providing they are identified early and kept in proportion. In many cases misunderstandings can be prevented if parents make contact with the Academy.

Informal discussion

Parents/Carers

Most complaints or queries can be dealt with quickly and easily if parents contact the relevant class teacher at the end of the Academy day. It should be noted that all teaching staff are generally available from 3.20 – 3.45 p.m., or appointments can be made.

We do not expect the staff at Dawley C of E Primary Academy to deal with parents, or anyone, who is rude or aggressive in their manner, or who shout and use inappropriate language. In such cases the person will be asked to leave until they can return in a more appropriate manner. In some extreme cases, the Principal may decide to revoke a parental license to enter the Academy.

If a complaint cannot be dealt with informally by the teacher, Vice Principal or Principal, the person making the complaint may wish to enter into a Formal Complaints System. All such complaints will be recorded and monitored.

Formal Complaints

- Details about the complaint will be taken and transferred onto written record as early as possible.
- The recorded complaint will include the name of the person making the complaint and telephone number if complaint is made by telephone.
- If possible you will be asked what action would satisfy the grievance.
- We will then investigate the grievance with the relevant people.

Who will deal with the complaint?

- The Complaint may be dealt with by a member of the Senior Management Staff (Principal, Vice Principal or member of the Academy Development Team).
- Certain complaints may have to be re-directed to the Local Governing Body e.g. those concerning the Principal, and those that cannot be resolved by the Academy staff.
- Complaints involving insurance claims will be directed to the Telford and Wrekin Insurance Officer.

The Principal's termly report to the Local Governing Body will contain the number of formal complaints received, how many are pending, any decisions made, or any which are to be forwarded to the Local Governors.

WHAT RESPONSE MIGHT YOU EXPECT

1. Explanation and Clarification

In some cases the action of the Academy will be justified or capable of explanation, with a referral to the relevant policy.

2. A decision may be re-evaluated

In some cases a decision can be reconsidered. The complainant must be advised of this and asked for further comments.

3. Policy or Practice Review

Some cases will cause a review of or change in policy or practice. The complainant will be informed of this outcome.

4. Apology

In some cases a simple admission of error and apology will be appropriate. (If an insurance claim or legal action are involved the L.A.'s relevant officer will be consulted prior to this.)

APPEALS

If you are dissatisfied with the response to your complaint you may write to the Local Governing Body, who will look into the handling of your complaint and in appropriate cases require your complaint to be reviewed.

If the person making the complaint remains dissatisfied with the outcome of the referral to the Local Governing Body they may then turn to the Church of England Central Education Trust (CECET), the LA, the Ombudsman or the Secretary of State.

DAWLEY C of E PRIMARY ACADEMY COMPLAINT CHARTER

- We will acknowledge your complaint within five working days.
- We will tell you the name of the person looking into your complaint
- We will respond to your complaint within 20 working days. If we cannot give a complete answer, we will tell you what we are doing to investigate your complaint and how long we expect it to take.

or

- If your complaint comes under a special complaints procedure, we will tell you.

If you are not satisfied with the outcome of your complaint, you can write to our:

Local Governing Body
Dawley C of E Primary Academy
Doseley Rd North
Dawley, Telford, TF4 3AL.

You will then receive a written answer.

If you are still not satisfied and want to take the matter further, you can write to:

Church of England Central Education Trust (CECET)
c/o St Mary's House
The Close
Lichfield
WS13 7LD

They will take up the case with us and assess whether they should investigate your complaint in detail.

All correspondence and documentation can be made available in alternative formats and language if requested.