

## **COMPLAINTS PROCEDURE FOR PARENTS/CARERS**

**This policy is in accordance with the Education (Independent School Standards) (England) Regulations 2010**

### **Purpose**

Landau Forte Academy is committed to providing the highest quality education and care for its students; the Academy is committed to the principle of being receptive to genuine expressions of dissatisfaction, concerns or complaint from Parent/Carers in relation to their child.

### **Objectives**

1. To promote high quality education and care for students.
2. To develop and maintain a harmonious and respectful partnership between Parents/Carers and the Academy.
3. To respond promptly, fairly and proportionately to genuine expressions of dissatisfaction, concerns or complaints made by Parents/Carers

### **Procedure for dealing with complaints from Parents/Carers of Students**

#### **Informal**

1. The first point of contact with the Academy concerning your child should be with his/her Personal Tutor. The Academy considers any concerns very seriously and most problems can be resolved at this early stage, however it is important that you tell us straight away.
2. If this matter is not resolved at A above, it will be referred to a member of the Academy Leadership Team as appropriate.
3. If a resolution cannot be reached at B above, the matter will be referred to the Head of School.

#### **Formal Complaint**

If you feel that your concern has not been resolved during the informal stages, please follow the formal complaint procedure as detailed below.

If you would like the concern formally investigated by an appropriate person from the Academy, please ask the Academy office for a Complaint Form. If you would like help completing the form, the Academy will be happy to provide the assistance of someone unconnected with the complaint. Alternatively, you may write a letter outlining your concerns.

#### **If the matter is about:**

- the day-to-day running of the Academy
- the interpretation of Academy policies
- the actions or inactions of staff at the Academy

it will be investigated by the Head of School or a senior member of staff nominated by the Head of School (unless the Head of School or senior member of staff has been involved at the Informal Stage. If this is the case then the matter will be referred to the Executive Principal or the Chairman of Governors of the Academy.

**If the matter is about:**

- Academy policies as determined by the governing body
- the actions or inactions of the governing body
- the Head of School

it will be investigated by the Executive Principal or Chairman of Governors or a person nominated by the Chairman of Governors.

The person carrying out the investigation will review the way in which the complaint has been handled by the Academy and ensure that the issues have been dealt with properly and fairly.

He/she will normally write to you with the outcome of this process within 15 working days of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure.

You will be notified if this is the case with your complaint, but you are not entitled to know which procedure or the final outcome.

**Panel Hearing**

If you are not satisfied with the outcome, you may choose to refer your complaint to the Chairman of Governors who will then arrange for a Governors Panel comprising of two Academy Governors and a panel member who is independent of the management or running of the Academy, all of whom have no detailed prior knowledge of the complaint or any connection with the complainant.

The general principle is that the Academy should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the Academy's procedure. If they have any concerns, they may ask the Head of School to re-open the investigation. The complainant will be kept informed of any delay.

The meeting will normally take place within 15 working days of your request. You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if you wish, to put your case.

The Head of School will be given the same opportunity. The panel will write to you with its conclusion within five working days of the meeting.

For most complaints the decision of the Panel is final.

If you wish to complain about how your complaint to the Academy was handled then you should contact the EFA by email to [academyquestions@efa.education.gov.uk](mailto:academyquestions@efa.education.gov.uk) or by post to:

Academies Central Unit (Academy Complaints)  
Education Funding Agency  
Earlsdon Park  
53-55 Butts Road  
Coventry  
CV1 3BH

## **SEN Students**

Our procedure for complaints relating to SEN students is as rigorous and robust as that for all other learners; however, in these instances, the Strategic SENDCO, Mrs A Campbell, will also be part of the Management Team that resolves any issues.

## **Monitoring and Review**

The Governing Body monitors the Complaints Procedure annually, in order to ensure that all complaints are handled appropriately. The Head of School logs all formal complaints received by the Academy and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

There were a total of 12 formal complaints in 2017-2018.

## **Availability**

A copy of this procedure is available to all parent/carers on request.

## **What if I have a concern/complaint about:**

- Statementing for children with special educational needs
- Disciplinary issues relating to members of staff
- Allegations of abuse
- Admissions and exclusion appeals
- Provision of collective worship & RE
- Examination results

There are existing statutory bodies, personnel or other procedures for dealing with these issues. The Academy will be able to assist you in pursuing complaints on these issues.

# Complaints Form



Name (please print): .....

Student Name: .....

Tutor Group: .....

Date: .....

Nature of the Complaint:

Signature: .....