

Thomas Deacon Academy Concerns and Complaints Procedure

Type: Procedure

Status: Statutory

Issue Status:-

Date	Version	Comment	Owner
2 nd February 2014	1	Original document	Julie Taylor
29 th June 2015	2	Review document	Julie Taylor

Electronic copies of this document are available to download from:
TDA Home > Staff Home > Controlled Documents

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2nd February 2014

Verified: Directorate

5th September 2014

Approved: Board

2nd October 2014

Available publicly on Website: Y/N

THOMAS DEACON ACADEMY COMPLAINTS PROCEDURE

Our Academy values its relationship with its community and encourages those with concerns to contact the Academy with the aim of resolving the issue or concern.

PRELIMINARY STAGE

Prior to the formal stage, an appointment should be made to speak to the appropriate member of staff directly. The member of staff will listen to the concerns and then endeavour to resolve the matter informally. The member of staff will make a record of the complaint and give advice as to the next stage in the process if it is not possible to resolve the complaint informally. Complainants, at this stage, should be directed to the Academy Complaints Procedure and Complaints Form, copies of which are available to download from the Academy website.

FORMAL STAGE

If the preliminary stage has not resolved the issue, and the complainant wishes to make a formal complaint, it will be treated seriously and managed in a formal procedure.

- 1 The complainant must submit their complaint in writing or by using the Academy Complaint Form. Anonymous complaints will not be dealt with.
The letter/form should contain as much detail as possible.
- 2 The complaint will be acknowledged in writing within 5 school days stating which member of staff will be managing the complaint.
- 3 Within a further 20 school days, an investigation of the complaint will be undertaken.
- 4 Within 5 school days of completing the investigation the parent will receive a copy of the report and the CEO/Principal's decision, or notification that further investigation is required. If the CEO/Principal decides to undertake further investigation, the complainant will be notified of this and be given a date by which it will be completed (normally a further 10/15 school days).
- 5 Where appropriate, the complainant will be invited to attend a meeting to discuss the report, if they wish, at a time convenient to them.
- 6 Irrespective of whether the complainant attends a meeting they have the right of appeal to the Board of Directors' Complaints Committee if they are dissatisfied with the outcome of the complaint. The Complaints Committee shall consist of at least three members, one of whom is independent of the management and running of Thomas Deacon Academy.
- 7 A Complaints Committee meeting will be held within 15 school days of the complainant informing the Academy they wish to appeal. Parents will be invited to attend the Complaints Committee meeting and be accompanied, should they so wish.
- 8 The decision of the Complaints Committee will be sent to the complainant, in writing, the school day following the meeting. The decision of the Complaints Committee is final.

Where the complaint refers to the CEO/Principal, the chairperson of the Board of Directors will investigate the complaint.

Appendix 1

Complaint form – Stage 2 – Formal Complaint Your name:

Student's name:	
Address:	
Daytime telephone number:	
Please give details of your complaint (use a continuation sheet if necessary)	
What action have you already taken to try to resolve your complaint? (Who did you speak to and what was the response?)	
What action do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:	Date:
For Office use only:	Date of meeting:
People present:	
Discussion and Action Agreed:	
Copied to:	On file:

