

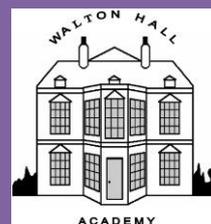
# WALTON HALL ACADEMY

# COMPLAINTS PROCEDURE

*Developed:*

Revised: February  
2017

Review Date: February  
2018



# The Shaw Education Trust

Walton Hall Academy

## Complaints Procedure 2016 to 2017

The purpose of this procedure is to solve problems and give parents a means to raise issues of concern and have them addressed.

Complaints must be treated respectfully during and after the course of any complaints investigation.

All members of staff need to be aware of the procedure and understand:

- The importance of attempting to resolve problems before they become formal complaints
- The importance of treating complaints respectfully

Where problems/concerns raised by parents and dealt with by a member of staff are not resolved satisfactorily the parent may approach the Principal.

At this stage the Principal will, in most cases, resolve the matter to the satisfaction of all concerned without recourse to the complaints procedure.

Where the Principal has not been able to resolve the issue formal complaints can be made to the Governing Body. Such complaints should be made to the Chair of Governors and can be made either in writing or verbally. When a complaint is made verbally it will be reported back to the complainant to ensure that details have been collected correctly. Details of a complaint will be kept confidential except in so far as they need to be shared with people who might contribute to their resolution.

The Chair of Governors will decide whether to investigate the complaint alone or refer it to the Complaints Committee. If the latter is adopted the Chair will call the committee together. Technical or procedural advice may be obtained from the Shaw Educational Multi-Academy Trust.

If the Chair investigates the complaint a letter will be written after the investigation outlining the outcome. If the complaint goes to a committee a letter will be written giving details such as timescales and the process to be followed. The complainant will be given the opportunity to make representation in person. The committee will meet at a time and venue convenient to all parties.

The committee reviewing the complaint will appoint a clerk who will:

- Set the date, time and venue
- Collate any written material and send to all parties in advance
- Record the proceedings
- Notify all parties of the decision

The complainant will be given a written response covering:

- The complaint
- The scope of the investigation
- The conclusion of the investigation
- Any action which has resulted

If considered appropriate the complainant may be given the opportunity to discuss the response.

The ultimate aim will always be to resolve the complaint and achieve reconciliation between the school and the complainant. However there are times when the complainant may not agree with the outcome.

If the investigation upholds the complaint redress should be appropriate to the complaint and may include:

- An appropriate expression of regret
- Providing the solution desired by the complainant
- Changing the procedures to avoid future problems

The Multi-Academy Trust will:

- Decide who can take remedial action
- Ensure that the remedy is carried out
- Ensure that any remedy is within the Academy's powers
- Ensure the approach to remedies is reasonable and consistent

Where a complaint is not upheld the complainant will be given a response and informed of any further action that might be appropriate in their situation.

Parents do not have a general right of appeal should they disagree with the governors' decision. They may, however, raise the matter with the Shaw Education Multi-Academy Trust or Secretary of State if they consider the complaint was not investigated properly and fairly. If the governors have followed a proper procedure and considered the complaint reasonably, neither the Shaw Education Multi-Academy Trust nor the Secretary of State can reverse their decision.

Dated: February 2017

Review date: February 2018