



“Unlocking the Future”

Complaints Policy

Policy Level and Description:	1	<u>TKAT Statutory Policy</u> NO CHANGES TO THE CORE TEXT ALL Schools require a policy on this topic/area. Only changes to highlighted sections are allowed to the core text – changes will be limited to school name and very limited school-specific details - LGBs to adopt, implement and monitor this policy.	
Reviewed by: <i>(Trust Officer)</i>	Hester Wooller CEO	Reviewed by: <i>(School representative)</i>	(name, role)
Approved by: <i>(Trust Committee/Trust Board)</i>	FAPP	Approved by: <i>(LGB/LGB Committee)</i>	
Trust approval date: <i>(dd/mm/yyyy)</i>	04/07/23	LGB/LGB Committee approval date: <i>(dd/mm/yyyy)</i>	
Review due: <i>(mm/yyyy)</i>	09/2024		

We are a family of distinctive schools at the heart of the diverse communities we serve. In line with our Christian ethos, we aspire to excellent learning and pastoral care for pupils and staff and are committed to being open and welcoming to all.

Complaints Policy for The Keys Academy Trust

GENERAL PRINCIPLES

The Keys Academy Trust works hard to provide a good service to, and have a good relationship with pupils, parents and members of the local community. At the same time, it is recognised that on occasions an individual or group may have a complaint against a member of staff or the school itself. When a complaint occurs the following principles will apply:

- Every complaint is taken seriously
- Resolution of problems will be by informal means wherever possible
- Each complaint will be handled by the most appropriate member of staff
- Procedures will be impartial and non-adversarial
- Complaints will be dealt with as swiftly as possible
- Confidentiality will be respected at all times

STAGE 1 – INFORMAL PROCEDURES

Every effort is made to resolve a concern or complaint at this stage. A phone call or a meeting with a member of staff should be sufficient to resolve most concerns. On occasion a senior member of staff might become involved to help resolve an issue. The complainant may wish to meet with the CEO to discuss their concerns. The member of staff will make clear the school's response to the concerns raised and may agree certain actions to help resolve the complaint.

Where an approach is made directly to a member of the Trustees, the Trustee will refer the complainant to the CEO.

STAGE 2 – FORMAL COMPLAINT

Where the complainant is not satisfied with the response at stage 1, they can choose to take the matter to the formal complaints stage. They should put their complaint in writing, addressed to the CEO. The person responsible for assessing the complaint and deciding the outcome is the CEO. Where the complaint is about the CEO, the Chair of Trust will act in this capacity. The formal complaint will be investigated and the decision conveyed in writing within 15 working days of receiving the formal complaint.

The CEO/Chair of Trust can decide to:

- Dismiss the complaint in whole or part
- Uphold the complaint in whole or part
- Decide on the appropriate action to be taken to resolve the complaint
- Recommend changes to the school's systems or procedures to ensure that issues of a similar nature do not recur

The number and nature of formal complaints will be reported at the next full Trustees' meeting via the CEO's report. No details of individuals will be contained in this report.

STAGE 3/FINAL STAGE – TRUSTEES' COMPLAINTS COMMITTEE (PANEL HEARING)

If the complainant is not satisfied with the outcome of stage 2, they can choose to take the matter to the next stage. They should request this in writing to the Chair of Trust. The Chair will convene a meeting of the Trustees' complaints committee within 15 working days of receiving this letter.

The Trustees' complaints committee will contain 3 or 5 members. It will not contain Trustees who

have had previous involvement with this complaint. It will contain 1 member who is independent of the management and running of the school.

The complainant will be invited to attend the meeting/panel hearing and may be accompanied if they wish. The complainant will be given reasonable notice of the date of the panel hearing and clear information on the process to enable them to attend will be given.

It is vital that during the meeting all parties act in a reasonable way. Any behaviour which is aggressive or threatening will not be tolerated. If a complainant behaves unacceptably they may be asked to leave the meeting.

The Trustees' complaints committee can decide to:

- Dismiss the complaint in whole or part
- Uphold the complaint in whole or part
- Decide on the appropriate action to be taken to resolve the complaint
- Recommend changes to the school's systems or procedures to ensure that issues of a similar nature do not recur

Once the Complaints Committee has reached a decision the Chair will inform all parties e.g. the complainant and where relevant the person/s identified in the complaint of the decision within 5 working days. At this point it should be made clear that the complaints procedure has been exhausted. Documentation will be retained for the relevant period of time on the school premises.

Written records of all complaints, outcomes and following actions will be retained and stored securely.

If you are not satisfied the complaints procedure has been followed, you can make this known to the Trust. However, further action can be taken only if it can be demonstrated that the correct procedure has not been followed.

THE ROLE OF THE EDUCATION AND SKILLS FUNDING AGENCY

The Local Authority cannot investigate complaints. The role of the ESFA is to check whether the complaint has been dealt with properly by the academy. The ESFA will not overturn an academy's decision about a complaint. However, if the ESFA find an academy did not deal with a complaint properly, they will request the complaint is looked at again from the appropriate stage.

Persistent Complainants

This behaviour could be characterised by, for example:

- Actions which are obsessive, persistent, harassing, prolific, repetitious
- An insistence upon pursuing unsubstantial complaints and/or unrealistic or unreasonable outcomes
- An insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed

If the complainant pursues substantially the same issue after exhausting the complaints procedure, the school may determine that it will not respond further.

