



# COMPLAINTS PROCEDURE

<b>Policy date:</b>	January 2017
<b>Review date:</b>	January 2018
<b>Chair of Governors:</b>	Simon Hanson
<b>Governors Approval:</b>	11 <sup>th</sup> January 2017

Any problem or concern should be raised promptly with the member of staff responsible for the area or action you are concerned about. That may, for example, be the Year Leader for a curriculum issue or a Form Tutor. If your concern is more serious you may prefer to make an appointment to discuss it with an Assistant Principal. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with a member of the Leadership Team or relevant member of staff.

### **Stage One – Dealing with Concern with the aim of an Informal Resolution**

It is acknowledged that on occasion concerns and issues may need to be raised informally and it is hoped that many of these can be resolved promptly by reporting the matter to a Year Leader or Form Tutor. It is hoped that all concerns are dealt with effectively and in a timely manner with the aim of reaching a satisfactory outcome for all parties involved.

If this is not possible, the complainant should complete a Concerns Form to register their concern and take the matter to the next level. The form is available at the end of this policy, Appendix 1 – Concerns Form and should be submitted to the Principal's PA. A member of the Senior Leadership Team will then discuss the issue and seek to resolve the issue and if necessary an investigation will be carried out.

It should be noted that the Complaints Procedure is not competent to deal with issues that should be resolved within the framework of Grievance or Disciplinary Procedures.

### **Stage Two – Making a Complaint with the aim of a Formal Resolution**

In the case that the complainant remains dissatisfied after following stage one of this procedure, a Formal Complaint Form should be completed in order to pursue the concern further and submitted for the attention of the Principal's PA. The form is available at the end of this policy, Appendix 2 – Formal Complaint Form.

The Principal will investigate the complaint and provide a written response. This will normally be within ten school days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation.

If your original concern was about an action by the Principal personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the Chair of Governors (stage three).

### **Stage Three – Consideration by the Chair of Governor’s**

If you are not satisfied with the Principal’s response, you may contact the Chair of Governors. The Chair's name, and how to contact him/her, is published in the school's prospectus, but it will also be available from the school office.

The Chair will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the Principal. At the end of this stage the Chair will provide you with a written response. This will normally be within ten school days, but you will be kept informed if more time is needed.

### **Stage Four – Consideration by the Chair of Trustee’s**

If you are not satisfied with the Chair of Governor’s response, you may contact the Chair of Trustees. The Chair of Trustee’s name, and how to contact him/her, is published on the school's website, but it will also be available from the school office.

The Chair of Trustees will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself, the Principal and Chair of Governors. At the end of this stage the Chair will provide you with a written response. This will normally be within ten school days, but you will be kept informed if more time is needed.

If you are not satisfied with the Chair's response at the end of stage four, the complaint can be referred to the Multi Academy Trust by writing to the Clerk to the Trustees. The Multi Academy Trust will ask a small panel of Trustees and an independent person to investigate your complaint. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You may be invited to speak to the panel at a meeting and be accompanied by a friend or representative.

After the meeting you will be advised of the outcome in writing. This will normally be within ten school days of the meeting.

For most complaints the decision of the Trustees is the last step in the procedure.

There is a specific procedure for complaints about the school curriculum and matters relating to it, including the provision of information and charges. In general these are dealt with in a similar way to other complaints. However, there are some specific differences:

You may complain either to the Education Funding Agency or the Governing Body in the first instance. The complaint will be investigated by whichever of these is responsible for the matter complained about.

The Governing Body will inform both the complainant and the Education Funding Agency of the outcome of its investigation.

There is a right of appeal to the Education Funding Agency, and then to the Secretary of State. In general, internal school matters are the responsibility of the school Governing Body.

The Education Funding Agency will provide advice to parents and schools on best practice procedures for dealing with complaints. The Education Funding Agency will, where appropriate, check to make sure that the complaint has been reasonably dealt with. Where required, Education Funding officers may play a role in helping schools to investigate and resolve particular complaints.

### **School Admissions and Exclusions**

Separate complaint and appeal procedures exist for these matters, and appropriate information is available on request from the school.

### **Special Needs**

There is a separate appeal procedure for these matters, and appropriate information is available on request from the school.

### **Complaints against School Staff**

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under the school's disciplinary procedure for employees, rather than the complaints procedure. You will be advised if these procedures are to be used in dealing with your complaint.

### **Other Contact Details**

School Office: 0191 481 3710

[admin@studiowest.newcastle.sch.uk](mailto:admin@studiowest.newcastle.sch.uk)

Clerk to Governors: Helen Vasey

c/o Studio West

# Appendix 1 - Concerns Form

Studio West aims to offer the best possible educational experience for our students. If you are not satisfied with an aspect of our performance, please let us know why completing the below information and returning to the Principal's PA who will log your concern.

This is Stage One in the Complaints Procedure, therefore, if you are not satisfied with the response you should complete the Formal Complaints Form.

## Your Contact Details

Full Name:	
Address:	
Postcode:	
Telephone Number:	
Mobile Number:	
Email:	
If applicable, name of child(ren) at Studio West	
Your relationship to Studio West eg. Parent, visitor	

## Your Concern

Please give details of your concern below (continuing on another sheet if necessary)	
Your Signature:	Date:

## Official Use

Date of acknowledgement:

Sent by whom:

# Appendix 2 – Complaints Form

Studio West aims to offer the best possible educational experience for our students. If you are not satisfied with an aspect of our performance, please let us know why completing the below information and returning to the Principal's PA who will log your concern.

## Your Contact Details

Full Name:	
Address:	
Postcode:	
Telephone Number:	
Mobile Number:	
Email:	
If applicable, name of child(ren) at Studio West	
Your relationship to Studio West eg. Parent, visitor	

## Your Complaint

Please give details of your complaint below (continuing on another sheet if necessary)
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Please provide details of actions take to resolve your initial concern (continuing on another sheet if necessary)
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Your Signature:	Date:
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## Official Use

Date of acknowledgement:

Sent by whom: