



Complaints Policy

2018-21

EXECUTIVE HEADTEACHER SIGNATURE:

A handwritten signature in black ink, appearing to be "A. Hall", written over a horizontal line.

CHAIR OF TRUST BOARD SIGNATURE:

A handwritten signature in black ink, appearing to be "J. Fisher", written over a horizontal line.

DATE

17th September 2018

NEXT REVIEW DATE: Every 3 years or on updates





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1. Introduction

- 1.1.1. It is the aim of St Bartholomew's CE MAT ("the trust") to provide a good education for all of the children with the trust and its constituent schools, and that the Leadership Team and other staff work very hard to build positive relationships with all parents. However, the trust and its schools are obliged to have procedures in place in case there are complaints by parents.
- 1.1.2. The following policy sets out the procedure that the trust and its constituent schools **must** follow in such cases.

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2. Aims and Objectives

- 2.1.1. The trust aims to be fair, open and honest when dealing with any complaint.
- 2.1.2. The trust should give careful consideration to all complaints and deal with them as swiftly as possible.
- 2.1.3. The trust aim to resolve any complaint through dialogue and mutual understanding and, in all cases, to put the interests of the child above all other issues.
- 2.1.4. The trust should provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

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3. The Complaints Process

3.1. How to share a concern

- 3.1.1. If a parent is concerned about anything to do with the education that the trust are providing at one of their constituent schools, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way.





- 3.1.2. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

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3.2. What to do if the matter is not resolved through informal discussion

- 3.2.1. Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the school's Headteacher(HT)/Head of School(HOS).
- 3.2.2. Most complaints are normally resolved at this stage.

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3.3. How to take the matter further

- 3.3.1. Only if an informal complaint to the school's HT/HOS fails to resolve the matter should a formal written complaint be made to the Chair of the Local Governing Board. This complaint **must** be made in writing, stating the nature of the complaint and how the school has handled it so far.
- 3.3.2. The Local Governing Board will form a panel of three Governors without a declaration of interest to consider the complaint. The panel **must** consider all written complaints **within three school weeks of receipt**. It arranges a meeting to discuss the complaint, and invites the person making it to provide any further evidence to be considered.
- 3.3.3. After hearing all the evidence, the Local Governing Board Complaints Panel consider their decision and inform the parent of this decision in writing. The Governors should do all they can at this stage to resolve the complaint to the parent's satisfaction.

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3.4. Who to appeal to next

- 3.4.1. If the complaint is not resolved, a parent may make representation to the trust's Board of Directors. Any such representation **must** be made to the trust in writing and **within 10 working days** of receipt of findings in s3.3.3. Complainants **must** provide details of the complaint made and the reasons why they believe the complaint has been unresolved by the Local Governing Board, along with the solutions suggested to resolve the complaint.
- 3.4.2. A panel consisting of three Directors, one of which **must** be the CEO, is then held by as soon as possible to consider the matter, normally no later than **20 working days** after receipt of the request, dependent upon the availability of the panel members. The panel will consider all the evidence and make a further judgement in an attempt to resolve the complaint.
- 3.4.3. The panel will consider all the evidence and make a further judgement in an attempt to resolve the complaint. Complainants will be informed of this decision, the reasons for it and any recommendations made, in writing. This written decision should be provided no later than **10 working days** after the panel meeting.
- 3.4.4. The panel's findings **must** be sent in writing to:
- The complainant;
 - The school's HT/HOS;
 - The school's Local Governing Board; and
 - Where relevant, the person complained about.

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4. Department for Education

- 4.1.1. The trust hope that they will be able to resolve any complaint concerning the trust or its schools using this complaints procedure.
- 4.1.2. If you feel this is not the case, you can complain to the Education and Skills Funding Agency, which handles complaints about Academies and Free schools. The following link provides guidance on their procedure for dealing with complaints about academies and links to the ESFA complaints form.





4.1.3. If any parent is still not content that the complaint has been dealt with properly, then they are entitled to appeal to the Secretary of State for Education.

[ESFA complaints form](#)

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5. Monitoring and review

5.1.1. The Board of Directors monitor the complaints procedure, in order to ensure that all complaints are handled properly.

5.1.2. The CEO is responsible for logging all formal complaints received by each school within the trust and records how they were resolved. The Board of Directors **must** examine this log on an annual basis.

5.1.3. The Board of Directors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

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