



St Mary
Magdalene
Academy

COMPLAINTS PROCEDURE

The Courtyard aims to offer an outstanding educational and social provision that will equip our students with the skills and experiences needed to discover and live out their potential.

COMPLAINTS - POLICY STATEMENT

**ST MARY MAGDALENE ACADEMY
THE COURTYARD**

Approval Committee:	Full Governing Body
Author:	Head of the Courtyard
Last reviewed:	6th June 2017
Next review date:	June 2018 (every year)
Required to publish on website?	Yes
Statutory?	Yes

1. INTRODUCTION

- 1.1 The Courtyard takes pride in the provision of a professional and high quality standard of service to its stakeholders (including students, parents/carers and those who work at the Courtyard). If, however, any stakeholder has any concerns, these should be brought to our attention as quickly as possible, to enable us to resolve the matter.
- 1.2 Please note that there is a difference between concerns and complaints:
 - 1.2.1 concerns ought to be handled, if at all possible, without the need for formal procedures.
 - 1.2.2 complaints should be dealt with in accordance with this policy.
- 1.3 It is the policy of the Courtyard to try to resolve issues, concerns and complaints promptly through informal discussion with the Headteacher or relevant member of staff.

2. COMPLAINTS PROCEDURE

Any problem or concern should be raised promptly with the Headteacher/Key Worker or member of staff responsible for the area or action about which the complainant is concerned. This may be done by speaking to, meeting with or writing to the relevant member of staff.

If the concern is more serious, an appointment may be made to discuss it with the Headteacher.

2.1 **Stage one (informal stage) – Teacher/Key Worker/ Headteacher**

- 2.1.1 We expect all our staff to be able to respond to general concerns expressed by students, parents or carers. If a student, parent or carer wishes to speak to a Teacher/Key Worker or Headteacher, they should feel able to contact the member of staff in person, by telephone or by letter and expect a response within three working days. A particular member of staff may not be available immediately but, if necessary, will arrange a meeting at an appropriate time.

2.2 **Stage two (formal stage) – Headteacher**

- 2.2.1 If a complainant is not satisfied with the Courtyard's response under Stage one (informal stage), he/she should write to the Headteacher, setting out the grounds for complaint. The Headteacher will investigate the complaint

and provide a written response. This will normally be within 10 school days of the receipt of the letter by the Headteacher, but a complainant will be kept informed if, for example, more time is needed to complete the investigation.

2.2.2 If the original concern was about an action by the Headteacher personally, and the complainant has already discussed it at the informal stage, then he/she should put the complaint in writing to the Executive Director, in accordance with Stage three below.

2.3 Stage three (formal stage) – Executive Director

2.3.1 If a complainant is not satisfied with the Courtyard's response under Stage one (informal stage), he/she should write to the Executive Director, setting out the grounds for complaint. The Executive Director (or his representative) will investigate the complaint and provide a written response. This will normally be within 10 school days of the receipt of the letter by the Educational Trust, but a complainant will be kept informed if, for example, more time is needed to complete the investigation.

2.3.2 If the original concern was about an action by the Executive Director personally, and the complainant has already discussed it at the informal stage, then he/she should put the complaint in writing to the Chair of Governors, in accordance with Stage four below.

2.3 Stage four (formal stage) – Chair of Governors

2.3.1 If the complainant is not satisfied with the Executive Director's (or his/her representative's) response, he/she may write to the Chair of Governors, setting out the grounds for complaint. The Chair's contact details are available from the Courtyard office.

2.3.2 The Chair will investigate the complaint and, in most cases, seek to resolve the matter through discussion with the complainant and the Executive Director. At the end of this stage the Chair will provide a written response. This will normally be within 10 school days of the receipt of the complaint by the Courtyard, but the complainant will be kept informed if more time is needed.

2.4 Stage five (formal stage) – Governors' Panel

2.4.1 If the complainant is not satisfied with the Chair's response, he/she may write to the Clerk to the Governing Body (whose contact details are available from the

Academy office). The Clerk will convene a panel of three Governors to investigate the complaint. Neither the Executive Director nor the Chair of Governors can be members of the panel as they will have already been involved in handling the complaint. At least one panel member will be independent of the management and running of the Courtyard.

2.4.2 A panel hearing will normally be arranged within 15 school days of the complaint under Stage four being received by the Courtyard, depending on the availability of all concerned. The complainant will be invited to attend and speak to the panel at the hearing. If the complainant wishes to attend the hearing, he/she may be accompanied at the hearing by a friend or representative.

2.4.3 After the hearing, the complainant will be advised in writing of the panel's findings and recommendations. This will normally be within 10 school days of the panel hearing.

2.4.4 The Courtyard is a school independent of Local Authority control, and therefore the decision of the Governors' Panel is the last step in the procedure and this decision is final.

2.5 **Stage six (formal stage) – Secretary of State for Education**

Complaints about the maladministration of the Courtyard or about the Courtyard acting unreasonably in exercising its powers may be made to the Secretary of State for Education.

How to make a complaint to the Secretary of State:

- provide as much detail as you can to help investigate your complaint:
- say what the problem is
- say what you want to happen
- provide information on any relevant communication on the subject, including, for example, any reference numbers on letters or emails, and the times and dates of any conversations
- Address:
 - Ministerial and Public Communications Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD
 - Telephone 0370 000 2288

3. STAFF DISCIPLINE

If the complaint amounts to or includes an allegation against a member of staff, details relating to staff discipline and capability must remain confidential to the Executive Director. The complainant should be informed that the Courtyard has taken appropriate follow-up action, but should not be informed of any further details in this regard.

4. CONTACT DETAILS

Courtyard Office:	Mrs Deborah Shepherd	07940551400
Chair of Governors:	Mr Jonathan Rust	07940551400
Clerk to the Governors:	Mrs Jenny James	07940551400