

drb Ignite Multi Academy Trust

Complaints Policy

drb Ignite Multi Academy Trust Vision Statement

The drb Ignite Multi Academy Trust has been established through a shared belief that lives can be transformed by what goes on in schools. We believe that the process of teaching and learning shapes futures.

Our vision:

To ensure all pupils achieve the highest standards of educational outcomes regardless of circumstance or background.

Rationale

The purpose of this policy is to provide a clear procedure for dealing with complaints relating to the school or school staff. The policy applies to general complaints made by parents, carers, the community, school visitors and volunteers.

Policy aims

The aims of the policy are to:

- achieve informal resolution wherever possible
- resolve complaints as quickly and efficiently as possible
- provide a clear process for dealing with complaints
- ensure every complaint is heard and handled appropriately
- deal with complaints sensitively with impartiality and confidentiality
- ensure all stages of the procedure are investigatory rather than adversarial

Reasonable support and adjustments will be made to assist complainants where English may not be their first language. This may include support from a translator.

Reasonable support and adjustments will be made to support complainants with a disability. This may include accepting a complaint verbally instead of in writing or physical adjustments to accommodate an individual in school.

Policy

Stage 1: Informal

At Wychall Primary School, staff and governors aim to ensure that all parents and community members are listened to especially when they have a concern or worry. As a matter of daily routine, schools receive numerous contacts from parents and other parties.

We want parents to come into school immediately to discuss any concern with their child's class teacher in the first instance. Many of these are resolved satisfactorily by providing information or through an informal meeting.

The nature of the concern may mean that parents are directed to a member of the Senior Leadership Team or the Headteacher as appropriate. Our Parent Guarantee outlines our commitment to responding quickly and efficiently.

We intend, that on most occasions, parents they will be able to meet with a member of the Senior Leadership Team on the same day the concern is raised or at the latest within 24 hours.

If, following discussion with parents, it is decided that further information needs to be gathered, the school aims to ensure this will also be completed on the same day and parents informed either through a meeting at the end of the school day or via the telephone. In certain situations, the collation of information may take longer, and parents will be advised if this is the case.

Stage 2: Formal consideration

If parents feel that there are still unresolved concerns following Stage 1 above, please make a formal complaint in writing directly to the Headteacher using the [online form](#). If the complaint is against the Headteacher the complaint should be addressed to the Chair of the Executive Governance Group.

On receipt of a written complaint the Headteacher will conduct a thorough investigation into the complaint. This may involve meetings with the complainant to obtain more information. The findings of the investigation will be recorded and presented directly to the complainant in a meeting or through the post within 10 working days.

The School will work to complete this investigation, reaching a satisfactory outcome within a 10-working day period. If this is achieved and parents accept the outcome, then no further action will be taken. The complaint, investigation and outcome will be reported to the Chair of the Executive Governance Group.

If parents feel that a satisfactory outcome has not been achieved, they will be informed of their right to make a formal complaint to the Executive Governance Group and in doing so move to Stage 3 of the complaints process.

Stage 3: Referral to Executive Governance Group

The complainant is asked to refer their written complaint formally to the Chair of the Executive Governance Group within 28 days of the completion of Stage 2 of the process. The Executive Governance Group will acknowledge the complaint within 10 working days, meeting within 15 working days to consider the complaint. The complainant and Headteacher may be asked to attend this meeting. The Chair of the Executive Governance Group will notify the complainant and the Headteacher of the outcome of the meeting in writing within 7 days of the Executive Governance Group meeting.

Stage 4: Referral to the Multi Academy Trust

If, after Stage 3, the complainant remains unsatisfied with the way in which the complaint has been managed, then a written complaint should be sent to the drb Ignite Director of School Improvement, giving clear details of the complaint. Write to: Director of School Improvement, drb Ignite Multi Academy Trust, 3 Brindley Place, Birmingham, B1 2JB.

The Trust will acknowledge the complaint within 3 working days and then investigate the way in which the complaint has been dealt with. They will not initially re-investigate. The Director of School Improvement will write to the complainant within 20 working days, explaining the outcome of the investigation. The Director of School Improvement will also make contact with the school to advise them of the outcome and, where appropriate, the steps needed to put the matters right.

Stage 5: Referral to the Department for Education

Where the complaint remains unresolved after going through Stages 1 to 4, then the complaint should be directed to the Department for Education using the following procedure:

- Access the Education Funding Agency's procedure on the Department for Education website – 'A Procedure for Dealing with Complaints about Academies.'
- Write to Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD

Monitoring and review	Board of Trustees
Links	The Department for Education
Staff responsible	Headteachers of all academy schools,
Committee responsible	Board of Trustees
Date approved	
Review date*	July 2019

*Please note that should there be any changes/further national guidance issued relevant to this policy, it will be updated accordingly prior to the review date shown above and referred to the next MAT Board meeting.