



**ALEC REED ACADEMY**  
PROUD TO LEARN

# Complaints Policy & Procedures

|   |                                     |  |                   |
|---|-------------------------------------|--|-------------------|
| <b>Policy Owner</b>                           | Principal                           | <b>Approved by:</b>                        | Board of Trustees |
| <b>Target Audience:</b>                       | All Stakeholders                    | <b>Requirement to Publish on Web-site:</b> | Yes               |
| <b>Purpose:</b>                               | Complaints procedure and resolution | <b>Statutory Policy:</b>                   | Yes               |
| <b>Review Date</b>                            | July 2024                           | <b>Approval Date:</b>                      | July 2021         |
| <b>Oversight by: Board Member / Committee</b> | Board of Trustees                   |  |                   |

## Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Alec Reed Academy about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

## The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. Alec Reed Academy takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Principal will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Principal will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Alec Reed Academy will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure.

## How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Complaints against school staff (except the Principal) should be made in the first instance, to the Principal via the PA to the Principal ([rachel.lewis@alecreedacademy.co.uk](mailto:rachel.lewis@alecreedacademy.co.uk)) Please mark them as Private and Confidential.

Complaints that involve or are about the Principal should be addressed to Louise Prince (the Chair of Trustees), via the clerk to the trustees ([ChairofTrustees@alecreedacademy.co.uk](mailto:ChairofTrustees@alecreedacademy.co.uk)). Please mark them as Private and Confidential.

Complaints about the Chair of Trustees, any individual trustee or the whole Board of Trustees body should be addressed to Rachel Lewis ([rachel.lewis@alecreedacademy.co.uk](mailto:rachel.lewis@alecreedacademy.co.uk)), the Clerk to the Board of Trustees. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the school office. You can also ask a third-party organisation for example like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

## Anonymous complaints

We will not normally investigate anonymous complaints. However, the Principal or Chair of Trustees, if appropriate, will determine whether the complaint warrants an investigation.

## Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

## Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

## Scope of this complaint's procedure

This procedure covers all complaints about any provision of community facilities or services by Alec Reed Academy, other than complaints that are dealt with under other statutory procedures, including those listed below.

| Exceptions   | Who to contact?  |
|--|--|
| <ul style="list-style-type: none"> <li>Admissions to schools</li> </ul>                                      | Concerns about admissions should be handled through a separate process – either through the appeals process or via the local authority.  |
| <ul style="list-style-type: none"> <li>Matters likely to require a Child Protection Investigation</li> </ul> | Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.<br><br>If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH) <a href="mailto:asv@ealing.gov.uk">asv@ealing.gov.uk</a>   |
| <ul style="list-style-type: none"> <li>Exclusion of children from school*</li> </ul>                         | Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/school-discipline-exclusions/exclusions">www.gov.uk/school-discipline-exclusions/exclusions</a> .<br><br><i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure.</i> The link to the academy's behaviour for learning policy is below:<br><br><a href="https://www.alecreedacademy.co.uk/_site/data/files/documents/2B748AF63892B315480229954168AAA9.pdf">https://www.alecreedacademy.co.uk/_site/data/files/documents/2B748AF63892B315480229954168AAA9.pdf</a> |
| <ul style="list-style-type: none"> <li>Whistleblowing</li> </ul>   | We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.<br><br>The Secretary of State for Education is the prescribed person for matters relating to  |

|  |   |
|--|---|
|  | <p>education for whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>.</p> <p>Volunteer staff who have concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.</p> |
| <ul style="list-style-type: none"> <li>• Staff grievances</li> </ul> | <p>Complaints from staff will be dealt with under the school's internal grievance procedures.</p>   |
| <ul style="list-style-type: none"> <li>• Staff conduct</li> </ul>    | <p>Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.</p> <p>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.</p>  |

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations. If this happens, we will inform you of a proposed new timescale.

If a complainant commences legal action against Alec Reed Academy in relation to their complaint, we will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

## Resolving complaints

At each stage in the procedure, Alec Reed Academy wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

## Withdrawal of a complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

## Stage 1 – Informal complaints

It is to be hoped that most concerns can be expressed and resolved on an informal basis.

Concerns should be raised with either the class teacher, year head / subject head or Principal. Complainants should not approach individual trustee to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 3 of the procedure.

At the conclusion of their investigation, the appropriate person investigating the complaint will provide an informal written response within 14 academy days of the date of receipt of the complaint.

If the issue remains unresolved, the next step is to make a formal complaint.

## Stage 2 – Formal complaints

Formal complaints must be made to the Principal (unless they are about the Principal), via the PA to the Principal, [Rachel.Lewis@alecreedacademy.co.uk](mailto:Rachel.Lewis@alecreedacademy.co.uk) This may be done in person or in writing (preferably on the Complaint Form).

The Principal will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 28 academy days.

Within this response, the Principal will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Principal can consider whether a face to face meeting is the most appropriate way of doing this.

*Note: The Principal may delegate the investigation to another member of the academy's senior leadership team but not the decision to be taken.*

During the investigation, the Principal (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Principal will provide a formal written response within 28 academy days of the date of receipt of the complaint.

If the Principal is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Alec Reed Academy will take to resolve the complaint.

The Principal will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

If the complaint is about the Principal, or a member of Board of Trustees (including the Chair or Vice-Chair), a suitably skilled trustee will be appointed to complete all the actions at Stage 2.

Complaints about the Principal must be made to the [Chair of Trustees@alecreedacademy.co.uk](mailto:ChairofTrustees@alecreedacademy.co.uk). Complaints about any member of the Board of Trustees must be made to the Clerk to the Board of Trustees, [Rachel.Lewis@alecreedacademy.co.uk](mailto:Rachel.Lewis@alecreedacademy.co.uk)

If the complaint is:

- jointly about the Chair and Vice Chair or

- the entire Board of Trustees or
- the majority of the Board of Trustees

Stage 2 will be considered by an independent investigator appointed by the Board of Trustees. At the conclusion of their investigation, the independent investigator will provide a formal written response.

## Stage 3 – Panel Hearing

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3 – a panel hearing consisting of at least three people who were not directly involved in the matters detailed in the complaint with one panel member who is independent of the management and running of the school. This is the final stage of the complaint's procedure.

A request to escalate to Stage 3 must be made to the Clerk, within 10 academy days of receipt of the Stage 2 response.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 3 academy days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 14 academy days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire Board of Trustees
- the majority of the Board of Trustees

Stage 3 will be heard by a committee of independent, co-opted governors.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

*Note: Complaints about staff conduct will not generally be handled under this complaint's procedure. Complainants will be advised that any staff conduct complaints will be considered under (Human Resources) staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.*

Representatives from the media are not permitted to attend.

At least 5 academy days before the meeting, the Clerk will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least 3 academy days before the meeting.

Any written material will be circulated to all parties at least 2 days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and Alec Reed Academy with a full explanation of their decision and the reason(s) for it, in writing, within 5 academy days.

The letter to the complainant will include details of how to contact the Education and Skills Funding Agency (ESFA) if they are dissatisfied with the way their complaint has been handled by Alec Reed Academy.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Alec Reed Academy will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor and the Principal.

A written record will be kept of all complaints, whether they are resolved at the preliminary stage or proceed to a panel hearing. A written record will be kept of any action taken by the school as a result of those complaints. Any correspondence, statement and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

## Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the ESFA after they have completed Stage 3.

The ESFA will not normally reinvestigate the substance of complaints or overturn any decisions made by Alec Reed Academy. They will consider whether Alec Reed Academy has adhered to education legislation and any statutory policies connected with the complaint and whether they have followed [Part 7 of the Education \(Independent School Standards\) Regulations 2014](#).

The complainant can refer their complaint to the ESFA online at: [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus), by telephone on: 0370 000 2288 or by writing to:

Academy Complaints and Customer Insight Unit  
Education and Skills Funding Agency  
Cheylesmore House  
5 Quinton Road  
Coventry  
CV1 2WT

## Dealing with unreasonable or persistent complaints

The academy's definition of this type of complaint is a complainant who persists in pursuing a complaint where the complaints procedure has been fully and properly exhausted. Their complaints have been thoroughly investigated and have received a comprehensive and full response to each of their complaints, but continue to pursue the matter (and/or any evolving issues) despite correspondence, apologies and/or meetings.

Complainants (and/or anyone acting on their behalf) may be deemed by the Principal and/or the Chair of Trustees to be unreasonable or persistent where previous or current contact with them shows that they meet any one of the following criteria (but this list is not exhaustive). The following are given as examples of behaviour by complainants that may be described as unreasonably persistent. (In these examples a "contact" may be in person, by telephone, letter, email, fax or SMS text). The complainant:

- By the frequency of contact with the academy hinders objective consideration of a "live" complaint;
- Makes a string of further complaints about a "live" investigation or changes aspect of the complaint, during the investigation;
- Who has exhausted all stages of the Academy's complaints procedure but continues to pursue the matter;
- Who seeks an unrealistic outcome and persists in doing so despite being advised that this is the case

An additional consideration of the academy may be to decide to deal with such complaints in one or more of the following ways, for example;

- Try to resolve matters before invoking this policy by drawing up a signed "agreement" with the complainant (and if appropriate involving the relevant {officer, practitioner etc.} in a two-way



agreement) which sets the code of behaviour for the parties involved if the academy is to continue processing the complaint. If these terms were contravened, consideration would then be given to implementing other action.

- To require contact to take place with a named officer.
- To restrict telephone calls to specified days and times.
- Decline contact with the complainant either in person, by telephone, by email, by fax, by letter or any combination of these, provided that one form of contact is maintained. Similarly, indirect contact may be agreed via a third party.
- Notify the complainant in writing that the academy has responded fully to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact in the matter will serve no useful purpose. The complainant should also be notified that the correspondence is at an end and that further communication about the same matters will be acknowledged but not answered.
- Temporarily suspend all contact with the complainant or investigation of a complaint whilst seeking legal advice, guidance from local education authority, the DFE, ESFA or other relevant agencies.

When a complainant is unreasonably persistent about a complaint (and the complaint has been properly exhausted) the Principal will report their concerns to the Chair of Trustees. If the Chair of Trustees is in agreement that the persistence and behaviour of the individual is unreasonable then the Principal and Chair of Trustees shall jointly write to the individual setting out why they have come to this conclusion and what action the academy are taking and the duration thereof.

Where a complainant continues to behave in an unacceptable fashion the Chair of Trustees may authorise staff to terminate contact with the complainant (except in matters directly related to the education and welfare of their child) and they may discontinue any further investigation being carried out. Any further contacts from the complainant in writing will be read and placed on file. Telephone calls relating to the complaint will be terminated and logged.

## **Complainants who behave in an unacceptable way**

The academy recognises that parents and carers who feel dissatisfied may feel angry about their treatment. However the academy, the Board of Trustees and the Local Authority has a duty of care towards the safety and welfare of its staff.

If a member of staff feels threatened by a complainant they will report those fears to the Principal (or in the case of the Principal to the Appointed Trustee). The Principal or Appointed Trustee / senior member of staff will complete an incident report form and as part of the action arising from his/her investigation may consider:

- Writing to the perpetrator requiring a guarantee of no repetition of the behaviour and, if necessary, setting out the conditions and restrictions for further contact with staff;
- Temporarily banning the parent or carer from the academy site;

- Whether to report the matter to the Police.

Repeated calls or threatening contact may be deemed to be harassment which may be reported to the Police if felt necessary by the Principal.

# Complaint Form

Please complete and return to Principal / Clerk / *designated trustee* – who will acknowledge receipt and explain what action will be taken.

|   |
|---|
| <b>Your name:</b>   |
| <b>Pupil's name (if relevant):</b>  |
| <b>Your relationship to the pupil (if relevant):</b>  |
| <b>Address:</b><br><br><b>Postcode:</b><br><b>Day time telephone number:</b><br><b>Evening telephone number:</b><br><b>Email address:</b> |
| <b>Please give details of your complaint, including whether you have spoken to anybody at the school about it.</b>                        |

**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Action taken:**

**Date:**

# Roles and Responsibilities

## Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

## Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
  - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
  - interviewing staff and children/young people and other people relevant to the complaint
  - consideration of records and other relevant information
  - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the Principal or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.
- The Principal or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

## Complaints Co-ordinator

The complaints co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, Principal, Chair of Trustees or the Clerk and to ensure the smooth running of the complaints procedure

- be aware of issues regarding:
  - sharing third party information
  - additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- keep records.

## Clerk to the Trust Board

The Clerk is the contact point for the complainant and the committee and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example: stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision.

## Committee Chair

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.

If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting

- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made

- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and complaints co-ordinator, if the school has one).

## Committee Member

Committee members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so

No trustee may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.

- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant

We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.

- many complainants will feel nervous and inhibited in a formal setting

Parents/carers often feel emotional when discussing an issue that affects their child.

- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting

Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.

The committee should respect the views of the child/young person and give them equal consideration to those of adults.

If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.

However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.

- the welfare of the child/young person is paramount.