



## Examinations Complaints Procedure

### Guidance for Dealing with Complaints

In dealing with complaints we have the opportunity of creating a positive outcome from what may appear to be a negative situation. This can include clarifying a misunderstanding that has led to the complaint, or dealing with a valid concern that a customer has, and as a result improving the service that we provide.

### Formal Complaints Procedure

In line with the Independent Schools Standards Regulations 2003 which outlines the manner in which complaints are to be handled, the Academy follows the procedure as outline below.

### Procedure for raising concerns or making a complaint

We promise to do all we can to follow up your concerns and complaints quickly and efficiently and to keep you informed of how we are dealing with them.

*The stages at which concerns and complaints can be considered are as follows:*

**Stage 1:** by informal discussion with the Curriculum/Subject Leader or SaFE Worker who will pass your concern on to the class teacher, form tutor or other member of staff where this is more appropriate;

**Stage 2:** by discussion with an [Associate](#) or [Assistant](#) Principal in the Academy Leadership Team;

**Stage 3:** if you still have a cause for concern please write to the Principal with details of your complaint:

- The Principal will let you know within 2 working days of receipt your complaint.
- The Principal will undertake a thorough investigation of your complaint.
- The Principal will let you know the result of the investigation within 10 working days.
- The Principal will write to you and explain what has happened as a result of the investigation or may arrange a meeting with you, if necessary

**Stage 4:** if you are not satisfied with the outcome of the above procedures you may make an appeal in writing to the Chair of Governors, sent to the Academy address c/o Clerk to the Governing Body

**Stage 5:** if you are not satisfied with the response to the complaint made in accordance with Stage 4 you may request in writing to the Clerk to the Governing Body that provision is made for a hearing before a panel appointed by or on behalf of the Academy and consisting of at least three people who were not directly involved in the matters detailed in the complaint,

one of whom will be independent of the management and running of the Academy. You will be allowed to attend and be accompanied at the panel hearing if you wish.

The purpose of the panel hearing is for the panel to make findings and recommendations. A copy of those findings and recommendations will be

1. sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about; and
2. made available for inspection on the school premises by the Principal;
3. retained as a written record of all complaints, and whether they are resolved at the preliminary stage or proceed to a panel hearing;
4. in respect of correspondence, statements and records relating to individual complaints, kept confidential except where the Secretary of State or a body conducting an inspection under the current Act requests access to them.

*In general most concerns and complaints can be satisfactorily dealt with at Stages 1 or 2.*

As you can see the Complaints Procedure clearly identifies the steps that should be followed in raising a concern or making a formal complaint. However, it is how we respond to the concern or complaint that will govern the nature of the outcome.