



JOSEPH LECKIE ACADEMY

COMPLAINTS POLICY

This policy is reviewed e.g. annually in summer

Approved by Governors: 11/07/2016

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1.0 Introduction

1.1 Joseph Leckie Academy aims to deal quickly and effectively with any concerns about the service provided by the Academy.

1.2 This procedure should not be used for internal complaints, for example for issues covered by grievance and discipline procedures.

2.0 Formal Complaints

2.1 Joseph Leckie Academy operates a 3 stage Complaints Procedure.

2.2 The Academy Complaints Co-ordinator is the Principal. If the complaint is about the Principal then Stage 2 of the agreed procedure will be implemented.

3.0 STAGE 1

3.1 Where there is a concern about some aspect of the Academy's service, this should normally be raised, in the first instance, with the person concerned or alternatively with a member of the Leadership Team.

4.0 STAGE 2

4.1 Any complaint not resolved by the informal mechanism set out in Stage 1 should be submitted in writing to the Chair of Governors who may ask the Principal or a member of the Leadership Team to investigate. Following the investigation the Chair of Governors will normally respond.

4.2 The Complaints Co-ordinator (or alternate from the Leadership Team) will seek to:

- establish what has happened so far, and who has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them (if unsure or further information is necessary);
- clarify what the complainant feels would put things right;
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct the interview with an open mind and be prepared to persist in the questioning;
- keep notes of the interview/meetings held.

4.3 The Academy will endeavour to respond to complaints made at Stage 1 within 2 weeks not including holiday periods. However, this will depend on the complexity of the issue complained of. If the matter will take longer to investigate and resolve, the Complaints Co-ordinator (or alternate from the Leadership Team) will discuss this with the complainant and seek to agree appropriate time scales.

4.4 The response to a complaint may include one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better (this should not be construed as an admission of negligence);
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again;
- an undertaking to review Academy policies in light of the complaint.

5.0 STAGE 3

5.1 The complainant may be dissatisfied with the outcome of Stage 1 or may have a complaint about the Principal. These complaints will be dealt with by the Governors' Complaints Panel under Stage 3 of this Procedure.

5.2 The Complaints' Panel will normally determine a complaint within 3 weeks. A complaint under Stage 3 of the procedure should be made in writing to the Chair of the Governing Body.

5.3 The Governors' Complaints Panel will consist of 2 or 3 governors and will not normally include the Chair, or any governor who has been involved at a previous stage in dealing with the complaint. In addition an independent person who is not involved in the management of the Academy will be a member of this panel.

5.4 The Terms of Reference of the Complaints Panel will be:

- to hear and determine individual complaints or appeals;
- to make recommendations on Academy policy as a result of complaints;
- to review the operation of the Academy Complaints Policy.

5.5 The Complaints Panel will aim to resolve the complaint and will be held in private.

The tone of the proceedings will be as informal as possible. The Panel may arrange its proceedings as it sees fit in the context of the complaint. The complainant will be invited to attend the Panel meeting and to be accompanied if necessary.

5.6 The Panel can:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide an appropriate action to resolve the complaint;
- recommend any changes needed to Academy systems to avoid a recurrence of the complaint.

5.7 Following the Panel Meeting, the Clerk to the Governors will write to the complainant to report the outcome of the complaint and the actions the Academy will be taking in line with 5.6 above.