



# **Charlton Park Academy and Mulberry Tree House**

## **Complaints Policy and Procedure**

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## 1. Aims

Charlton Park Academy (CPA) aims to meet its statutory obligations when responding to complaints from parents of students at the Academy, and others.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into Academy improvement evaluation processes

We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

The Academy will aim to give the complainant the opportunity to complete the complaints procedure in full.

To support this, we will ensure we publicise the existence of this policy and make it available on the Academy website.

## 2. Legislation and Guidance

This document meets the requirements set out in part 7 of the schedule to [the Education \(Independent School Standards\) Regulations 2014](#), which states that we must have and make available a written procedure to deal with complaints from parents of students at the Academy.

It is also based on guidance published by the Education and Skills Funding Agency (ESFA) on [creating a complaints procedure that complies with the above regulations](#), and refers to [good practice guidance on setting up complaints procedures](#) from the Department for Education (DfE).

This policy complies with our Funding Agreement and Articles of Association.

## 3. Definitions and Scope

The DfE guidance explains the difference between a concern and a complaint.

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

CPA will resolve concerns through day-to-day communication as far as possible.

A **complaint** is defined as “an expression of dissatisfaction, however made, about actions taken or a lack of action”.

CPA intends to resolve complaints informally where possible, at the earliest possible stage.

There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

This policy does not cover complaints procedures relating to:

- Admissions
- Statutory assessments of special educational needs (SEN)
- Safeguarding matters
- Exclusion
- Whistle-blowing
- Staff grievances
- Staff discipline

Please see CPA's separate policies for procedures relating to these types of complaint.

Arrangements for handling complaints from parents of children with SEN about the Academy's support are within the scope of this policy. Such complaints should first be made to the class teacher (if the complaint is about the class teacher, it should be made to the SENCO or Key Stage lead); they will then be referred to this complaints policy. Our SEN Policy includes information about the rights of parents of students with disabilities who believe that CPA has discriminated against their child.

Complaints about services provided by other providers who use Academy's premises or facilities should be directed to the provider concerned.

#### **4. Principles for Investigation**

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the complainant feels would put things right

We also intend to address complaints as quickly as possible. To achieve this, realistic and reasonable time limits will be set for each action within each stage.

Where further investigations are necessary, new time limits will be set, and the complainant will be sent details of the new deadline with an explanation for the delay.

The Academy expects that complaints will be made as soon as possible after an incident arises and no later than three months afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

## **5. Stages of Complaint (not complaints against the Principal or a Governor)**

### **Stage 1: Informal**

CPA takes informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

The complainant should raise the complaint as soon as possible with the relevant member of staff or the Principal, either in person or by letter, telephone or email. If the complainant is unclear who to contact or how to contact them, they should contact the Principal Registrar.

The Academy will acknowledge informal complaints within two working days and investigate and provide a response within ten working days.

The informal stage will involve a meeting between the complainant and a member of the Senior Leadership Team.

If the complaint is not resolved informally, it will be escalated to a formal complaint.

### **Stage 2: Formal**

The formal stage involves the complainant putting the complaint into writing, usually to the Principal. This letter should provide details such as relevant dates, times and the names of witnesses of events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint.

The Principal (or other person appointed by the Principal for this purpose) will then conduct their own investigation. The written conclusion of this investigation will usually be sent to the complainant within ten working days.

If the complainant is not satisfied with the response and wishes to proceed to the next stage of this procedure, they should inform the chair of governors in writing within five working days.

### **Stage 3: Review Panel**

Complaints will be escalated to the panel hearing stage if the complainant is not satisfied with the response to the complaint at the second, formal, stage.

The panel will be appointed by or on behalf of the Chair of Governors and must consist of at least three people who were not directly involved in the matters detailed in the complaint. At least one panel member must be independent of the management and running of the Academy. The panel cannot be made up solely of Governing Body members, as they are not independent of the management and running of CPA.

The panel will have access to the existing record of the complaint's progress (see section 9).

The complainant must have reasonable notice of the date of the review panel; however, the review panel reserves the right to convene at their convenience rather than that of the complainant. At the review panel meeting, the complainant and

representatives from the Academy, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.

The complainant must be allowed to attend the panel hearing and be accompanied if they wish.

At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called, as appropriate, to present their evidence.

The panel, the complainant and the Academy representative(s) will be given the chance to ask and reply to questions. Once the complainant and Academy representative(s) have presented their cases, they will be asked to leave, and evidence will then be considered.

The panel must then put together its findings and recommendations from the case. The panel will also provide a copy of the findings and recommendations to the complainant and, where relevant, the individual who is the subject of the complaint, and make a copy available for inspection by the Principal.

CPA will inform those involved of the decision in writing within five working days.

NB. The timescales set out in this policy are for guidance only. Whilst in most circumstances we would endeavour to comply with those, there may be unforeseen circumstances (including the Covid-19 situation) which mean the Academy cannot comply with those timescales. In such circumstances, we will endeavour to keep you informed and complete the process as soon as reasonably practicable.

In addition, reference to meetings in this policy includes meetings held remotely via video or telephone conferencing.

Where meeting in person is not possible or practicable, the Academy will arrange a meeting to take place remotely via a video or telephone call.

## **6. Complaints against the Principal or a Governor**

Complaints made against the Principal should be directed to the Chair of Governors.

Where a complaint is against the Chair of Governors or any member of the Governing Body, it should be made in writing to the clerk to the Governing Body in the first instance.

In cases where the matter concerns the conduct of a member of the Governing Body, the member will be informed of the complaint. If the complaint concerns the conduct of the Chair, the Principal, the Chair and the Vice-Chair will be informed of the complaint. The Vice-Chair will arrange for the matter to be investigated.

The written conclusion of this investigation will usually be sent to the complainant within ten working days.

## 7. Referring Complaints on completion of the Academy's Procedure

If the complainant is unsatisfied with the outcome of CPA's complaints procedure, they can refer their complaint to the ESFA. The ESFA will check whether the complaint has been dealt with properly by the Academy. The ESFA will not overturn an academy's decision about a complaint. However, it will look into:

- Whether there was undue delay, or the academy did not comply with its own complaints procedure
- Whether the academy was in breach of its funding agreement with the Secretary of State
- Whether the academy has failed to comply with any other legal obligation

If the Academy did not deal with the complaint properly, it will be asked to re-investigate the complaint. If the Academy's complaints procedure is found to not meet regulations, the Academy will be asked to correct its procedure accordingly.

For more information or to refer a complaint, see the following webpage:

<https://www.gov.uk/complain-about-school>

## 8. Persistent Complaints

Where a complainant tries to re-open the issue with the Academy after the complaints procedure has been fully exhausted and the Academy has done everything it reasonably can in response to the complaint, the Chair of Governors (or other appropriate person in the case of a complaint about the chair) will inform the complainant that the matter is closed.

If the complainant subsequently contacts the Academy again about the same issue, the Academy can choose not to respond. The normal circumstance in which we will not respond is if:

- The Academy has taken every reasonable step to address the complainant's needs, *and*
- The complainant has been given a clear statement of the Academy's position and their options (if any), *and*
- The complainant is contacting the Academy repeatedly but making substantially the same points each time

However, this list is not intended to be exhaustive.

The Academy will be most likely to choose not to respond if:

- We have reason to believe the individual is contacting the Academy with the intention of causing disruption or inconvenience, and/or
- The individual's letters/emails/telephone calls are often or always abusive or aggressive, and/or
- The individual makes insulting personal comments about, or threats towards, Academy staff

Unreasonable behaviour which is abusive, offensive or threatening may constitute an unreasonably persistent complaint.

Once the Academy has decided that it is appropriate to stop responding, the complainant will be informed in writing, either by letter or email.

The Academy will ensure when making this decision that complainants making any new complaint are heard, and that the Academy acts reasonably.

### **Unreasonably Persistent Complaints**

Please refer to CPA's Policy for Unreasonable Complainants

## **9. Record-keeping**

CPA will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and held centrally and will be viewed only by those involved in investigating the complaint or on the review panel.

This is except where the Secretary of State (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request or under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

Records of complaints will be kept for seven years.

The details of the complaint, including the names of individuals involved, will not be shared with the whole governing board in case a review panel needs to be organised at a later point.

Where the Governing Body is aware of the substance of the complaint before the review panel stage, the Academy will (where reasonably practicable) arrange for an independent panel to hear the complaint.

Complainants also have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The decision to approve this request is made by the Governing Body, who will not unreasonably withhold consent.

## **10. Learning Lessons**

The Governing Body will review any underlying issues raised by complaints with the Principal where appropriate and, respecting confidentiality, determine whether there are any improvements that the Academy can make to its procedures or practice to help prevent similar events in the future.



## **11. Monitoring Arrangements**

The Governing Body will monitor the effectiveness of the complaints procedure in ensuring that complaints are handled properly. The Governing Body will track the number and nature of complaints, and review underlying issues as stated in section 10.

The complaints records are logged and managed by Principal Registrar.

This Policy will be reviewed by Full Governing Body every four years or when new legislation dictates.

At each review, the policy will be approved by the Full Governing Body.

## **12. Links with other Policies**

Policies dealing with other forms of complaints include:

- Child Protection and Safeguarding Policy and Procedures
- Admissions Policy
- Exclusions Policy
- Staff Grievance Policy
- Staff Disciplinary Policy and Procedures
- SEN Policy

## **13. How to make a complaint about the Department for Education**

### **Complaints**

Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Contact form: <https://www.education...>

**Telephone:** 0370 000 2288