



Inspiring All to Excellence

The Fierté Multi-Academy Trust

Compliments, Comments and Complaints Policy



Glascote Academy



Violet Way Academy



Anker Moor
Primary Academy



Dosthill
Primary Academy



Edge Hill Academy



Heathfields Infant and
Wilnecote Junior Academies



Anker Valley
Primary Academy



Our Pride, Our Joy
Nurseries and Care Clubs

Document Control

Policy Title	Compliments, Comments and Complaints Policy
Effective Date	Autumn 2020
Review Date	Autumn 2021
Policy Owner	CEO
Policy Approver	Trust Board

Version Control

Version	Date	Amended by	Comments
01	Autumn 2019	CEO	
02	Autumn 2020	CEO	See table below

Section	Changes Made
Page 3	Covid-19 paragraph added as identified in Best Practice Guidance Document (DfE 2020)

Compliments

It is always good to receive positive feedback. This will always be shared with staff and students in a timely way for example via briefings and briefing notes; email; in person; in assemblies.

Compliments can be given in any format the parent /carer chooses.

Handling complaints during the coronavirus (COVID-19) outbreak

From the start of the autumn term, DfE (Department for Education) expects schools to respond to new and existing complaints. However, schools are not expected to respond if a tier 4 local restriction is in place or school access is restricted due to localised cases of coronavirus (COVID-19). Schools should still, however, engage with parents and pupils where possible.

The Fierté Complaints policy follows The Education (Independent School Standards) Regulations 2014 ("the Regulations"), which all academies are subject to.

To avoid having to use this policy for complaints received from those who are not parents of pupils at any Trust school a shorter complaints process for those who are not parents of children at the school is incorporated into the main policy.

Complaints from parents of former pupils

Where the complaints process has been started (but not completed) whilst parents have had children at the school, but the children have since left, the school should continue to follow this policy. Where complaints have been started by parents of former pupils after they have left the school, albeit about incidents that arose during the pupil's time at the school, the school may use the shorter complaints policy (included below).

This policy applies to any matter which has been raised with an academy by parents of pupils as a matter of concern, but which has not been capable of resolution informally and which the complainant or the academy considers should be dealt with on a formal basis. NB usually matters relating to admissions and exclusions, statutory SEN (Special Educational Needs) assessments, matters involving child protection involvement, will not be considered as they have their own appeal or complaint processes. Where necessary the Academy will exercise its discretion. Whistleblowing and staff grievances and discipline matters will not be considered under this policy.

Availability of the policy to parents of pupils

For the avoidance of doubt this policy does not apply to those who are not parents of pupils at an Academy within the Trust. Complaints that fall into this category will be dealt with as follows:

- Complainants should first attempt to address their complaint to the Academy or Trust (as appropriate) informally.
- Only if this fails to resolve the situation should the complaint be submitted in writing to the Head Teacher, Chair of Governors, and CEO (Chief Executive Officer) – (if the complaint is about the Academy in general) or to the Trust, CEO, and Chair of Governors – (if the complaint is about the Head Teacher specifically). The Trust, CEO, Chair of Governors will

acknowledge receipt of the complaint before considering it and issuing a final written response.

Stage 1 – Informal Resolution

The trust will publish guidance on how matters of concern should be raised on an informal basis. Generally, it is expected that where the matter relates to a pupil it will have been raised with the pupil's class teacher or Year Group Leader before a request is made to deal with it under this policy. If a matter is not resolved at the informal stage, then a complainant may take it to the formal stage.

It is a precondition to the operation of this policy that the complainant shall have made reasonable attempts to seek an informal resolution and shall have acted in relation to the matter in a reasonable and measured way consistent with the individual academy's behaviour code adopted from time to time. The chair of trustees shall have a discretion, which will be exercised reasonably, not to allow a complaint to be pursued where this precondition has not been met.

Where the matter is not resolved at the informal stage, the parent may elevate it to the formal stage.

Stage 2 – Formal Resolution at Local Level: Investigation by a Nominated Individual

The complainant must put the complaint in writing, addressed to the Headteacher of the academy, setting out briefly the facts and stating what it is that the complainant considers should have been done or where the academy has not met reasonable expectations.

An investigation will be carried out by a nominated individual identified by the principal as appropriate, who may offer the complainant a meeting. The investigator will speak to others involved. Whenever reasonably possible, any meeting with the complainant will take place within 15 school days of the written complaint being received.

The investigator will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of any meeting with the complainant; if no meeting is arranged it will be within 25 school days of the written complaint being received.

Where the complainant remains dissatisfied, they may request the complaint is dealt with at Stage 3. Any such request must be set out in writing, stating where the complainant remains dissatisfied and lodged within 10 school days of the complainant receiving the findings in writing.

Any complaint relating to the headteacher of the academy must be raised in the first instance with the executive headteacher/ chair of governors who will, if an informal resolution cannot be reached, designate a member of the local governing body to investigate the complaint as per Stage 3. Stage 2 does not apply to a complaint against the headteacher.

Any complaint relating to the executive headteacher of the academy trust must be raised in the first instance with the chair of the trust board who will, if an informal resolution cannot be

reached, designate a member of the board of trustees to investigate the complaint as per Stage 3. Stage 2 does not apply to a complaint against the executive headteacher.

For complaints against members of the local governing body please note the process to follow set out at the end of this policy.

Stage 3 – Formal Resolution: Local Governing Body

The complainant must put the complaint in writing, addressed to the chair of the local governing body, setting out briefly the facts and stating what it is that the complainant considers should have been done or where the academy has not met reasonable expectations.

The chair of the local governing body may appoint a member of the local governing body of the academy to investigate the complaint. The investigation may include the offer of a meeting with the complainant. Whenever reasonably possible, any meeting with the complainant will take place within 15 school days of the written complaint being received.

The investigator will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of any meeting with the complainant; if no meeting is arranged it will be within 25 school days of the written complaint being received.

Where the complainant remains dissatisfied, they may request the complaint is dealt with at Stage 4. Any such request must be set out in writing, stating where the complainant remains dissatisfied, what remedies are being sought and be lodged within 10 school days of the complainant receiving the findings in writing. The request must be addressed to the clerk to the governors/school business manager/secretary of the academy trust].

Stage 4 – Formal Resolution: Panel Hearing

The complaints panel of the academy trust will consider all complaints at Stage 4.

The complaints panel must comprise at least three people, which will include one person who is independent of the management and running of the academy trust and any of its academies.

The complaints panel may also include one or more persons from the following categories:

A member of the local governing body of the academy where the complaint emanated from.

A member of a local governing body from another academy within the academy trust;

A member of the board of trustees from the Trust Board.

None of the members of the complaints panel will have been directly involved in the matters detailed in the complaint.

The clerk will invite the academy to put in writing its response to the complainant's reasons. The academy will provide this within 15 school days of receiving the request. At the end of that period (whether the academy has responded) the clerk will convene a meeting of the complaints panel. That meeting will be held on school premises as quickly as practicable given the need to find a date that is reasonably convenient for the complainant, the academy, and the members of the complaints panel. Whenever possible, the meeting will be held within 15 school days of the end of

the academy's response time. At any meeting, the complainant will be entitled to be accompanied by a friend, but legal representation will not be allowed.

The meeting is not a court case, it will be held in private, and will be as informal as circumstances allow. The complainant will have the opportunity to put her/his reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing. The academy will have the opportunity to put its side of things and each side, as well as the panel members, will be able to ask questions. The complainant will have the opportunity to make final comments to the panel.

The panel may make findings and recommendations and a copy of those findings and recommendations will be

(i) sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about; and

(ii) available for inspection on the academy premises by the trust board, the headteacher and the executive principal.

The panel will formulate its response as quickly as reasonably possible, aiming to do so within 10 school days, and the clerk will notify all concerned.

Attendance at a Complaints Panel Hearing

The complaints panel will proceed irrespective of whether or not the complainant and/or their representative attend. If the complainant fails to attend on the day without compelling reasons, the complaints panel will still proceed in their absence and the process will continue to its conclusion. Any further attempt to re-open the matter will be considered as falling under the serial/persistent complaint section as below.

Serial or persistent complainants

If at any level a complainant attempts to reopen an issue or a closely related issue that has already been dealt with under this complaint's procedure, the chair of the academy trust may write to the complainant to inform him/her that the procedure has been exhausted and the matter closed, that continued correspondence on the same matter is vexatious and that the academy trust will not respond to any further correspondence on this issue or a closely related issue.

Complaint against a member of a Local Governing Body / Chair of a Local Governing Body

Where a complaint is brought against a member of the local governing body, the chair of the local governing body will investigate the complaint (or appoint another member of the local governing body to do so) in the same way as in the first stage of the formal process at Stage 3. Stage 2 does not apply

If the complaint is against the chair of the local governing body, then the vice chair of the local governing body will investigate the complaint (or appoint another member of the local governing

body to do so) in the same way as in the first stage of the formal process at Stage 3. Stage 2 does not apply.

If the complaint is against a member of the board of trustees, then the chair of the board, (or in the case of a complaint against the chair the vice chair) will investigate the complaint (or appoint another member of the board to do so) in the same way as in the first stage of the formal process at Stage 3. Stage 2 does not apply.

In exceptional circumstances the chair of the board of trustees may at his or her absolute discretion determine that a complaint against a principal, executive principal, or member of the local governing body should be dealt with at board level and if so, determined the chair of the board of trustees will oversee Stage 3.

Record Keeping

A written record will be kept of all complaints that were resolved at the formal stage of the complaint's procedure. Records will contain details of whether the complaint was resolved at stage 2, stage 3 or whether it proceeded to a stage 4 panel hearing. The action taken by the academy or the academy trust as a result of a complaint (regardless of whether they are upheld) will also be recorded.

Confidentiality

Correspondence, statements, and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

Education and Skills Funding Agency (ESFA)

Once the complaints process is concluded (or a complaint has been terminated due to undue delay or failure to lodge a stage 3 request within the time stated in the policy) the matter is closed. If the complainant is still not satisfied, then they may contact the ESFA. There is an online procedure at: <https://form.education.gov.uk> or you may write to the Ministerial and Public Communications Division
Department for Education Piccadilly Gate Store Street Manchester M1 2WD

Complaints Relating to Fulfilment of the EYFS (Early Years Foundation Stage) Requirements

In order to comply with the statutory framework, written concerns or complaints relating to the fulfilment of the EYFS Requirements will be dealt with in accordance with the following process:

The written concern/complaint will be acknowledged within 5 days.

The headteacher will investigate the concern or complaint which may include meeting with the complainant and the Head of Early Years. A written response notifying the complainant of the outcome of the investigation will be sent within 28 days (about 4 weeks) of the complaint being received.

Where the complainant remains dissatisfied, the headteacher will ensure that a formal complaints panel will be convened in accordance with stage 4 of this policy

A record of the written complaints and their outcome will be maintained and made available to Ofsted on request.

Parents are further advised that where they have concerns regarding the School meeting EYFS requirements they may contact Ofsted on 0300 123 4666.