

# **BEAUFORT CO-OPERATIVE ACADEMY**

## **COMPLAINTS POLICY 2017 -2018**



**Origin:**

**Author: David Bishop - Principal**

**Adopted: September 2017**

**Date of Review: June 2018**

# BEAUFORT CO-OPERATIVE ACADEMY

## Complaints Procedure

**Guidance on how to deal with your concerns – Please tell us about it.**

**If you have a concern or complaint**

**Concern or complaint?**

**What can you do to help us?**

**Contacts for Concerns**

**Contacts for Complaints**

**Contacts for Formal Complaints**

**Guidance on how to deal with your concerns – Please tell us about it**

At Beaufort Co-operative Academy we firmly believe in a circle of communication, between parents, students, and the Academy. Without this students' needs are not best met. With over 1000 students in the Academy all kinds of queries arise on a daily basis. We have prepared this guidance document to help parents know who to contact.

**If you have a concern or complaint**

We would like you to tell us about it. We welcome suggestions for improving our work and want to know if you have any concerns. If you have a concern, please let us know as soon as possible. It is difficult for us to properly investigate an incident which happened some time ago.

Staff at the Academy will make every effort to respond to your call/letter within 48 hours. More serious issues will be responded to within 24 hours. Due to the complex nature of some issues it is not always possible to resolve matters within this time frame, but staff will at the very least acknowledge your concern and indicate who is dealing with the matter.

When telephoning, please be aware that most staff will be teaching and that on many occasions you will be asked to leave a message. If the matter is urgent then you can ask the office staff to find you a senior member of staff who will be able to help you.

If you are not sure of the name of the person you want to speak to, the office staff can tell you who you need to contact.

**PLEASE NOTE.....**

It is not always possible to come into the Academy without a prior appointment and expect to see a member of staff. To avoid disappointment, please book an appointment.

## Concern or Complaint?

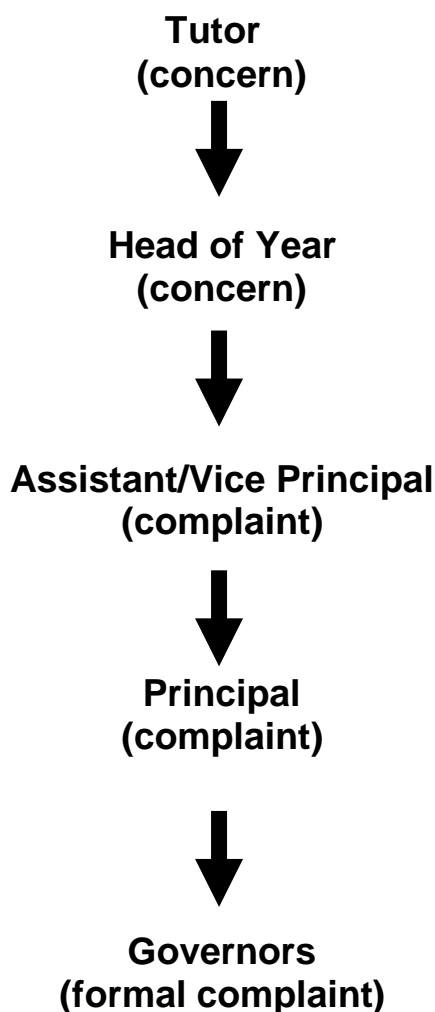
If a concern is raised and not dealt with, it becomes a complaint. Concerns and routine queries should be raised with Tutors and Heads of Year. Complaints of a serious nature should be made to the Assistant/Vice Principal or the Principal, or if the complaint refers to the Principal to the designated Governor.

### **Please, raise your concerns before they become complaints**

In some circumstances it is necessary for the line manager to pass down an issue to another member of staff. This does not mean that the Academy is taking your concern any less seriously. Through delegation we are trying to ensure that your concern is dealt with as quickly as possible.

### **What can you do to help?**

- Keep us up to date with contact numbers such as work, home, mobile and e-mail are all useful in helping us to contact you more efficiently.
- When contacting us by telephone, please be aware that most staff will be teaching and that on many occasions you will be asked to leave a message. If the matter is urgent then you can ask the office staff to find you a senior member of staff who will be able to help you.
- Know who to contact.



## **The Tutor**

We place great emphasis on the role of the Tutor. It is the Tutor who has the most regular contact with your child, monitoring attendance, academic performance and the general welfare of your child.

### **If you have a query or a concern please contact the Tutor first**

If the tutor is unable to resolve the situation they will seek assistance of the Head of Year.

## **Head of Year**

If you are unhappy with the response of the Tutor you should then speak to your child's Head of Year.

You would be advised to do this if you are unhappy with the response of the tutor, the tutor is unavailable due to illness, the matter concerns the tutor, or the matter directly relates to work undertaken by the Head of Year, ie a letter sent home. If the Head of Year is unable to resolve the situation they will seek assistance from their Senior Leader, for example strong complaints over the standard of education your child was receiving at Beaufort Co-operative Academy.

## **The Senior Leader Assistant or Vice Principal**

In some cases you may wish to speak to the Senior Leader who line manages the Heads of Year. This may be because you are unhappy with the response from the Head of Year, the Head of Year is absent, or the matter directly concerns their work. We would consider calls that go straight through to the Assistant/Vice Principal would be of a very serious nature.

## **The Principal**

If you have a complaint which you feel should be looked at by the Principal in the first instance you can contact Mr Bishop straight away. It is usually best to discuss such problems face to face, and for this you will need an appointment. This can be done by telephoning and asking to speak to the Principal's Secretary, to whom you may speak in confidence. It is always useful if Mr Bishop is made aware of the nature of the complaint before he meets with parents as it enables him to make some initial investigations on your behalf.

## **Formal Complaints**

We will do all that we can to resolve matters straight away but if you are not entirely satisfied with the Teachers' response (or with the Principal's actions if he has already been involved) you can make a formal complaint to the Governors. This should be made in writing to the Governor designated by the Governing Body to deal with complaints. This Governor can be contacted in confidence via the Academy address.

The Principal (or designated Governor) will contact you to discuss the problem. Usually you will be invited to a meeting. You may wish to bring a friend or someone else with you. The Principal (or designated Governor) will then carry out an investigation of the complaint. You will receive a written response to your complaint.

If you are not satisfied with the response to your complaint you may request a hearing before a panel appointed by or on behalf of the Board of Trustees and consisting of at least three people who were not directly involved in the matters detailed in the complaint. You may attend the hearing and be accompanied if you wish.

The findings and recommendations of the Panel will be made available following the Panel Meeting.

If you are not satisfied at this stage with the response to your complaint you may contact the Education Funding Agency (EFA) via the schools complaints form which will be made available via the academy.

The EFA will consider complaints under 3 areas:

1. where there is undue delay or the academy did not comply with its own complaints procedure when considering a complaint
2. where the academy is in breach of its funding agreement with the Secretary of State
3. where an academy has failed to comply with any other legal obligation

They will not overturn an academy's decision about a complaint. However, if they find an academy did not deal with a complaint properly they will request the complaint is looked at again and procedures meet the requirements set out in the Regulations.