



Gladstone Primary
Academy

Gladstone Primary Academy Concerns and Complaints Procedure

Type: Procedure
Status: Statutory

Issue Status:

Date	Version	Comment	Owner
September 2018	1	Original document	Simon Martin

GLADSTONE PRIMARY ACADEMY CONCERNS AND COMPLAINTS PROCEDURE

Our Academy values its relationship with its community and encourages those with concerns to contact the Academy with the aim of resolving the issue or concern.

PRELIMINARY STAGE

Prior to the formal stage, an appointment should be made to speak to the appropriate member of staff directly. The member of staff will listen to the concerns and then endeavour to resolve the matter informally. The member of staff will, where appropriate, make a record of the complaint and give advice as to the next stage in the process if it is not possible to resolve the complaint informally. Complainants, at this stage, should be directed to the Academy Complaints Procedure and Complaints Form, copies of which are available to download from the Academy website.

FORMAL STAGE

If the preliminary stage has not resolved the issue, and the complainant wishes to make a formal complaint, it will be treated seriously and managed in a formal procedure.

- 1 The complainant must submit their complaint in writing or by using the Academy Complaint Form. Anonymous complaints will not be dealt with.

The Complaint Form should contain as much detail as possible.
- 2 The complaint will be acknowledged in writing stating which member of staff will be managing the complaint.
- 3 An investigation of the complaint will be undertaken by the designated member of staff.
- 4 Following the completion of the investigation, the complainant will receive written confirmation of the Head Teacher's decision regarding the complaint, or notification that further investigation is required.
- 5 Where appropriate, the complainant will be invited to attend a meeting to discuss the Head Teacher's decision, if they wish, at a time convenient to them.
- 6 Irrespective of whether the complainant attends a meeting, the complainant(s) has/have the right of appeal to the Chief Executive Officer if they are dissatisfied with the outcome of the complaint investigation.
- 7 The complainant(s) will be invited to attend an appeal meeting and may be accompanied, should they so wish.
- 8 The decision of the Chief Executive Officer will be sent to the complainant, in writing. The decision of the Chief Executive Officer is final.

Where the complaint refers to the Head Teacher, the Chief Executive Officer will investigate the complaint.

Where the complaint refers to the Chief Executive Officer, the Chair of Thomas Deacon Education Trust will investigate the complaint.

Complaint Form – Stage 2 – Formal

Complaint Your name:

Student's name:	
Address:	
Daytime telephone number:	
Please give details of your complaint (use a continuation sheet if necessary)	
What action have you already taken to try to resolve your complaint? (Who did you speak to and what was the response?)	
What action do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:	Date:
For Office use only:	Date of meeting:
People present:	
Discussion and Action Agreed:	
Copied to:	On file: