



## Complaints Policy

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### 1. Introduction

King's Academy Gomer is committed to managing concerns and complaints efficiently and sympathetically, aiming to resolve them at the earliest opportunity. We believe it is in everyone's best interest for concerns to be addressed promptly and informally, where possible.

- **Concern:** An expression of worry or doubt over an issue considered important, for which reassurances are sought.
- **Complaint:** An expression of dissatisfaction, however, made, about actions taken or a lack of action.

This policy outlines our procedure for handling complaints and is available on our school website.

### 2. Informal Resolution of Concerns

We encourage parents and carers to raise concerns with the appropriate member of staff as soon as possible. Most concerns can be resolved informally, and we will aim to address them quickly. If a concern cannot be resolved at this stage, the formal complaints process should be followed.

All informal concerns will be recorded as file notes and considered helpful for learning and improving our practices.

### 3. Formal Complaints Procedure

If the concern cannot be resolved informally, a formal complaint may be made by completing the **Complaint Form** (Appendix A) and submitting it to the school office.

In line with equality law, reasonable adjustments will be made to assist complainants in accessing and completing the procedure, such as providing alternative formats or offering additional support.



#### **4. Stages of the Complaints Procedure**

##### **Stage 1: Initial Investigation**

Upon receiving a formal complaint, the Associate Headteacher will acknowledge receipt within three school days and conduct a thorough investigation. The investigation will involve:

- A clear summary of the complaint.
- Details of actions taken and decisions made.
- A meeting with the complainant to resolve the issue.

The outcome will be communicated in writing within 20 school days.

##### **Stage 2: Review by the Executive Headteacher**

If the complainant is dissatisfied with the outcome of Stage 1, they may escalate the complaint by writing to the Executive Headteacher. An investigation will be conducted, and the outcome will be communicated within 20 school days.

##### **Stage 3: Complaints Appeal Panel**

If the complaint remains unresolved, a formal appeal can be made to the Complaints Appeal Panel. The panel will consist of two members of the school's Local Governing Body and one independent person. The panel will review the evidence and reach a decision, which will be communicated within 20 school days.

#### **5. Complaints Appeal Panel Process**

The Panel will review:

- All evidence related to the complaint.
- Documentation from Stage 1 and Stage 2.
- Any new information provided by the complainant.

The complainant is welcome to bring a relative or friend for support. Legal representation is generally discouraged unless necessary.

The panel may:

- Uphold the complaint in full or in part.
- Dismiss the complaint in full or in part.

The outcome will be communicated to all relevant parties, with recommendations for changes if required.

#### **6. Final Stage**

If the complainant believes that the complaint has not been handled in accordance with this procedure, they may escalate the matter to the CEO of King's Group Academies - Mr Nick Cross. Mr Cross will not re-investigate the complaint but will ensure that correct processes have been followed.



## 7. Resolving Complaints

At each stage, we aim to resolve complaints and offer appropriate remedies where necessary, such as:

- Providing an explanation or apology.
- Taking steps to prevent similar issues in the future.
- Reviewing and improving school policies.

## 8. Additional Information

- **Anonymous Complaints:** These will only be investigated in exceptional circumstances.
- **Complaints Beyond 3 Months:** Complaints about incidents more than three months old will generally not be considered, except in exceptional circumstances.
- **Withdrawal of a Complaint:** If a complainant wishes to withdraw their complaint, they should do so in writing.

### Appendix A:

#### Formal Complaint Form

Please complete and return this form to the Associate Headteacher via the school office. The Associate Headteacher will record the date the complaint is received, will acknowledge receipt of the complaint within 3 school days and begin the investigation. A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

<b>Your name:</b>
<b>If relevant</b> <b>Child/student's name:</b> <b>Your relationship to the child/student:</b> <b>Address:</b> <b>Postcode:</b> <b>Telephone number:</b>
<b>Please give details of your complaint.</b> <b>Please include here the contact you have had with school/staff in order to try to resolve the complaint.</b>



<b>What actions do you feel might resolve the problem at this stage?</b>
<b>Are you attaching any paperwork? If so, please give details.</b>
<b>Signature:</b> <b>Date:</b>
<b>Official use</b> Date received: Date acknowledgement sent (and by whom): Complaint referred to: