



Complaints Policy 2018-2019

This policy has been approved by Directors and the Operations Board

Date Policy was renewed:February 2018.....

Date of next renewal:February 2019.....

Complaints Policy 2018

At Greenacre Academy Trust, we believe in a close and effective partnership with the school community. There will, however, be occasions when through possible misunderstanding or lack of communication that parental concerns in relation to their children will inevitably arise. To keep these to a minimum, there are several ways that both school and parents can contribute. Amongst these are:

- *Staff being available at the end of the day to discuss concerns with parents*
- *Attendance by parents at such occasions as Parents' Evenings and meetings throughout the year such as new entry sessions, secondary school selection meetings etc.*
- *Ensuring that children are regularly reminded about the importance of bringing home information included in notes and newsletters.*
- *Regularly checking your email account for information transmitted via SchoolComms/Parentmail/Mailchimp and on the school website. We ask that parents let us know immediately of any contact detail changes.*

Compliments and suggestions

If you think we have done well, or if you have any suggestions about how we can improve our services, please let us know. You can contact us using the contact details at the end of this document.

A concern or a complaint?

A concern is something that you may feel worried or uneasy about. Concerns are best dealt with by speaking to someone in the school that may be able to reassure you.

A complaint is a formal expression of dissatisfaction about the standards of service, actions or the lack of action by the school or its staff, affecting an individual pupil, person or group of pupils or people.

The School Welfare officer/Head of Departments are always happy to discuss concerns with parents and are available by appointment only.

What should I do if I am unhappy with any aspect of the school?

Usually, the people who can best deal with any concerns you have are the class teachers. Let them know that something is wrong and they will try to sort it out straight away wherever possible.

It is best if the concern is made to the teacher you have been dealing with. You can do this by writing a letter or speaking to the member of staff, either face to face or on the telephone.

If things cannot be resolved, or if you are still unhappy with the way we are handling your concerns, you can make a formal complaint.

You may want to complain if you think:

- we have not treated you fairly or politely; or
- we have not done something we should have done; or
- we have done something badly.

When we receive complaints we will:

- deal with people courteously and in a sensitive and helpful manner
- put things right where it is clear that we have not given the service that you have the right to expect
- analyse complaints so that we can plan for the future by taking your views into account.

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| Complaints Procedure |
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Stage One

Please speak to your child's teacher or Head of Department/ Assistant Headteacher where applicable to discuss the matter and resolve the issue. This can be done in an informal meeting or via email/letter.

Stage Two

Your complaint should be made in writing or electronically to the Headteacher. Your formal complaint will be forwarded by the relevant Department/Assistant Headteacher.

You should receive a written/electronic acknowledgement of your complaint within 3 **school working days** and a response within 12 **school working days**. If your complaint cannot be resolved by then you should get a letter/email saying why not and giving you a new deadline for a full response.

Stage Three

If you are still unhappy after stage two of the investigation, you can write to the CEO of the Trust giving details of the complaint. The CEO will arrange for a meeting with you and the Chair of the Trust Board.

This meeting to resolve the complaint will take place within one month, at a time that is mutually convenient. Following the meeting your complaint will be fully reviewed and a response will be sent to you within 15 **school working days**. Again, we will let you know if it is going to take any longer.

We hope our complaints procedure will help you to sort out quickly and successfully any problems you may have with the School. However, if you do not think that we have dealt with your complaint properly, you can make a complaint to the Department of Education.

for communication with the following:

Greenacre Academy Trust – <http://greenacreacademytrust.co.uk/>

Greenacre Academy School - <http://greenacreacademytrust.co.uk/greenacre/>

Chantry Community Academy - <http://greenacreacademytrust.co.uk/chantry/>

Warren Wood Primary Academy - <http://greenacreacademytrust.co.uk/warrenwood/>

Hilltop Primary Academy – <http://greenacreacademytrust.co.uk/hilltop/>

Flow Chart:

Speak to the teacher or Head of Department/Key Stage Leader about your concern

If not happy then



Write a letter/email the Headteacher

If not happy then



Write in to the CEO of the Trust

If not happy then



Contact the Department for Education