



*Inspire Education Trust*  
Together we achieve, individually we grow

# Complaints Policy



# GENERAL COMPLAINT PROCEDURE for Inspire Education Trust

## Introduction

The School's Complaints Procedure has a number of stages, and these are explained below.

However, most complaints can be dealt with satisfactorily at the first (informal) stage. This is usually by arranging to meet with the Headteacher, the School's Complaints Co-ordinator, or another relevant member of staff (eg the Inclusion Manager).

If you wish to make a complaint it is important to follow this procedure through each stage of the process. The school will not embark upon a new stage in the process until the previous stage has been completed. It is important to emphasise that there can be no exceptions. A record will be kept by the school of the process and outcome at each stage of the Procedure.

Schools and their Local Governing Bodies are responsible for receiving, investigating, and responding to complaints. Enquiries to the Local Authority will be passed back to the school concerned.

**General Note: Please be aware that the Local Authority has no role in the complaints procedure.**

The person responsible for managing complaints (School's Complaints Co-ordinator) is:

- Mrs A Husband - Clifford Bridge Academy - Sept 2016
- Mr R Darling - Walsgrave CE Academy - April 2016
- Mrs K Docking - Whittle Academy - October 2018
- Mrs C Jackson - Acting Head of School - Sept 2018  
Hearsall Community Academy

## STAGE ONE - The First Contact: Dealing With Concerns and Complaints

### Informally

If anyone has a concern/complaint it may be registered either verbally or in writing. If the member of staff first contacted cannot immediately deal with the matter, they will make a clear note of the date, name, contact address, phone number and brief details of the concern/complaint. This

information will be passed to the School's Complaints Co-ordinator at the earliest opportunity and recorded in the school's Complaints /Concern folder.

An opportunity will be given to the complainant to discuss the concern/complaint with an appropriate member of staff, who will clarify the nature of the concern/complaint and how the complainant wants the complaint to be resolved (for example by an apology from the school; an explanation; assurances that there won't be a re-occurrence; details of measures that will be taken to ensure that there isn't a re-occurrence).

The School's Complaints Co-ordinator will identify the appropriate procedure and either conduct the investigation or nominate an appropriate colleague to do so. The Co-ordinator will communicate verbally with the complainant to ensure they are clear about what action or monitoring of the situation has been decided on, if appropriate by when, only putting this in writing if this seems the best way to make things clear.

### **STAGE TWO - Formal Referral To The Executive Principal**

If the matter cannot be resolved informally then the complaint should be submitted **in writing** to the Executive Principal. (*The attached complaint form may be used*).

If the complaint is about the Executive Principal, or the Executive Principal has been so involved as to raise questions about his/her impartiality, the complaint **MUST** be put in writing and addressed to the Chair of the Local Governing Body at the school, marked private and confidential. A complainant may wish to deliver the letter by hand and ask for a dated receipt.

Where the Executive Principal has acted as School's Complaint Co-ordinator at Stage One, another senior member of staff may be designated to collect some of the information from the parties involved, or another senior member of staff may be nominated to be the Investigator.

The complaint will be acknowledged in writing within **five school days**, giving the name of the person who will conduct the investigation and a target date for providing a response, usually within **10 school days**.

The investigator may ask the complainant to meet with him/her to provide extra information or to explain any information provided previously.

Once all the relevant facts have been established, the Executive Principal or designate will provide a written response. Whilst every effort will be made to complete investigations promptly, in some cases, requiring detailed investigations, and/or where a number of witnesses may need to be interviewed, it will take longer to produce a written response. Where this is the case the complainant will be advised of any revised timescale for production of the written response.

The written response will include:

- details of the agreed subject matter of the complaint;
- details of who was contacted in connection with the subject matter of the complaint (and in brief) the evidence that was obtained;
- a full explanation of the decision reached and the reasons for it;
- where applicable, what action the school will take to address the complaint and prevent recurrence;
- what to do if the complainant is not satisfied, information on how to request a review by the Local Governing Body and the timescale.

### **STAGE THREE - Local Governing Body Review Of Executive Principal's Or Chair's Investigation**

A request to review a complaint investigation should be made in writing to the Chair of the Local Governing Body within **20 school days of the date of the outcome letter** and should **give the reasons** for requesting a review. The circumstances under which a review would be conducted include those where there is:-

- a claim that material information was not taken into account in investigating the complaint;
- a claim that procedures have not been properly applied in handling the complaint;
- a claim that there has been an incorrect interpretation of school policy.

Disagreeing with the outcome at Stage Two **IS NOT** sufficient grounds for undertaking a review under this part of the procedure.

As much detail as possible should be provided when requesting a review. Where insufficient detail is given this may result in a delay, or a request being made for further clarification.

The Local Governing Body will nominate three members to form a Complaint Panel to review the complaint and any further documents submitted by the complainant. These **WILL** be Governors who have had no prior involvement with the complaint.

The Clerk to the Local Governing Body will convene the Complaints Panel hearing within **20 school days of receipt of the review request** and at the same time provide panel members and the complainant with copies of all relevant correspondence and documentation.

The Complaints Panel can set time limits for both sides to present their case and for the length of the hearing overall (see Appendix 1). These will be communicated to everyone involved by the Clerk in advance of the hearing.

The complainant, the Executive Principal and other witnesses will be given a minimum of **5 school days** notice of the hearing. The complainant will be advised of the right to bring a friend, or to be represented by someone of their choice (at their own expense). Where possible the clerk will seek to arrange a convenient time and date for the review hearing. However, where two attempts have been made to schedule a convenient hearing and it has not been possible to accommodate the complainant, the Complaints Panel reserves the right to conduct the hearing in the absence of the complainant and on the basis of the written evidence submitted by him/her. This is intended to ensure that complaints are considered promptly and to avoid unnecessary delays.

All parties should be notified of the proposed witnesses. Parties are requested to notify the clerk of the name of any witness who they intend to bring to the hearing at the earliest opportunity.

**The Outcome of a Review may include:**

- upholding the result of the original investigation.
- upholding the result of the original investigation, but making recommendations for improving practices.
- finding the complaint was justified and overturning the original decision.

The Chair of the Panel will notify the complainant in writing of the outcome of the review and of any action to be taken, within **7 school days** after concluding the review.

**The complainant will also be advised of their right of further appeal to the Secretary of State for Education.**

The Chair will ensure that any required action is put in place.

## Unreasonable Behaviour by Complainants

If a complainant acts in an unreasonable manner, for example:

- by insisting on moving to later stages of the procedure before earlier stages have been completed;
- taking actions that are out of proportion to the nature of the complaint;
- pursuing a complaint in an unacceptable manner by using threatening intimidating or abusive language or behaviour;
- continuing to pursue a complaint once the complaints procedure has been exhausted.

The Executive Principal/ Chair of the Local Governing Body may inform the complainant that their behaviour is unacceptable and take any action appropriate to limit the impact of the complainant's behaviour on the School, its staff and its representatives. This could ultimately include limiting the complainant's contact with the School to written communication with a named individual unless in an emergency.

Date Approved by IET Board of Directors: Summer Term 2018

Date to be reviewed: Summer Term 2020

Signed:

**Guidelines For Conducting Formal Appeal Hearings**

- 1 The Chair conducting the complaint hearing will introduce all present and will seek confirmation from both parties that they understand that the status of the hearing is at STAGE THREE in accordance with the Complaints Procedure.
- 2 Any documentation provided in evidence must be provided in advance to all parties and sufficient time given for it to be considered.
- 3 Each party may request adjournments during the hearing. No reasonable request for an adjournment will be refused.
- 4 No witness will be permitted to be present in the hearing until they have given evidence. The panel will decide whether the witness(es) should remain after giving evidence and responding to questions.
- 5 The complainant will present the facts supporting the complaint and will call any witnesses in support. A time limit of one hour will apply for the complainant to put his/her case.
- 6 The subject of the complaint and his/her representative will have the opportunity to question the complainant and any witnesses called. A time limit of 15 minutes will apply.
- 7 The complaints panel and the Clerk supporting the panel, may ask questions (for the purpose of ensuring that the panel has all the information that it will require to determine the outcome of the review). A time limit of 15 minutes will apply.
- 8 The subject of the complaint and/or his/her representative may present their case in defence of the complaint and may call witnesses. A time limit of one hour will apply.
- 9 The complainant will have the opportunity to question the subject of the complaint and any witnesses called. A time limit of 15 minutes will apply.
- 10 The complaints panel and the Clerk (for the purpose of ensuring that the panel has all the information that it will require to determine the outcome of the review) may ask questions of the subject of the complaint and any witnesses called. A time limit of 15 minutes will apply.
- 11 The complainant may sum up his/her case. A time limit of 15 minutes will apply.

- 12 The subject of the complaint and/or his/her representative may sum up the case in defence. A time limit of 15 minutes will apply.
- 13 Both parties and any witnesses will be asked to withdraw. The panel members will remain to determine the review. The Clerk will remain to record the panel's decision
- 14 If for any reason the panel need to recall any of the witnesses or either party to ask further questions, or seek clarification before reaching a decision, both parties will be recalled and then asked to leave.
- 15 The decision of the Panel will be notified in writing within seven school days of the panel's determination of the review. The complainant will be notified of his/her right of appeal to the Secretary of State for Education.



**School Complaints Procedure**  
**Complaint Form**

**GENERAL DATA PROTECTION REGULATION 2016**

The personal data that you provide will be used for the purposes of investigating your complaint and for producing statistical data to enable the school's management to monitor the effectiveness of the school's complaint procedure. The information you give will be held securely and in confidence. You provide this personal data with your consent and can withdraw your consent at any point by contacting the school. We retain personal data in line with our Record Retention Schedule. More information regarding how the School handles your personal data can be found on the Inspire Education Trust website.

**Please complete and return to \_\_\_\_\_ (School's Complaints Co-ordinator) who will acknowledge receipt and explain what action will be taken.**

**(Mr/Mrs/Miss/Ms/Other)**

**First Name:**

**Last Name:**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**If the complaint relates to a pupil, please give:**

**Pupil's name:**

**And relationship to the pupil:**

**Please give details of your complaint.**

**What action, if any, have you already taken to try to resolve your complaint?**

**(Who did you speak to and what was the response?)**

**What would you like the school to do to make improvements or put things right?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

### Complaints not in Scope of the Procedure

A complaints procedure should cover all complaints about any provision of facilities or services that a school provides with the **exceptions** listed below, for which there are separate (statutory) procedures.

Exceptions	Who to contact
<ul style="list-style-type: none"> <li>• Admissions to schools</li> <li>• Statutory assessments of Special Educational Needs (SEN)</li> <li>• School re-organisation proposals</li> <li>• Matters likely to require a Child Protection Investigation</li> </ul>	<p>Concerns should be raised direct with local authorities (LA).</p> <p>For school admissions, it will depend on who is the admission authority (either the school or the LA).</p> <p>Complaints about admission appeals for maintained schools are dealt with by the Local Government Ombudsman.</p>
<ul style="list-style-type: none"> <li>• Exclusion of children from school</li> </ul>	<p>Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/school-discipline">www.gov.uk/school-discipline-</a></p>
<ul style="list-style-type: none"> <li>• Whistleblowing</li> </ul>	<p>Schools have an internal whistleblowing procedure for their employees and voluntary staff.</p> <p>Other concerns can be raised direct with Ofsted by telephone on: 0300 123 3155, via email at: <a href="mailto:whistleblowing@ofsted.gov.uk">whistleblowing@ofsted.gov.uk</a> or by writing to:</p> <p>WBHL, Ofsted</p>
<ul style="list-style-type: none"> <li>• Staff grievances and disciplinary procedures</li> </ul>	<p>These matters will invoke the school's internal grievance procedures.</p> <p>Complainants will not be informed of</p>
<ul style="list-style-type: none"> <li>• Complaints about services provided by other providers who may use school premises or facilities.</li> </ul>	<p>Providers should have their own complaints procedure to deal with complaints about service. They should be contacted direct.</p>

## Unreasonable Complainants

Inspire Education Trust is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Clifford Bridge Academy, Hearsall Community Academy, Walsgrave CE Academy and Whittle Academy defines unreasonable complainants as '*those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints*'.

A complaint may be regarded as unreasonable when the person making the complaint:-

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved;
- refuses to accept that certain issues are not within the scope of a complaints procedure;
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
- changes the basis of the complaint as the investigation proceeds;
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education;
- seeks an unrealistic outcome;

- makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email

and by telephone while the complaint is being dealt with.

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:-

- maliciously;
- aggressively;
- using threats, intimidation or violence;
- using abusive, offensive or discriminatory language;
- knowing it to be false;
- using falsified information;
- publishing unacceptable information in a variety of media such as in social media websites and newspapers.

Complainants should limit the numbers of communications with a school while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) as it could delay the outcome being reached.

Whenever possible, the Headteacher or Chair of the Local Governing Body will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues the Headteacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact Clifford Bridge Academy, Hearsall Community Academy, Walsgrave CE Academy and Whittle Academy etc causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from Clifford Bridge Academy, Hearsall Community Academy, Walsgrave CE Academy and Whittle Academy.

## **Barring from the School Premises**

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Schools will therefore act to ensure they remain a safe place for pupils, staff and other members of their community.

If a parent's behaviour is a cause for concern, a school can ask him/her to leave school premises. In serious cases, the Headteacher or the local authority can notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make. Schools should always give the parent the opportunity to formally express their views on the decision to bar in writing.

The decision to bar should then be reviewed, taking into account any representations made by the parent, and either confirmed or lifted. If the decision is confirmed the parent should be notified in writing, explaining how long the bar will be in place.

Anyone wishing to complain about being barred can do so, by letter or email, to the Headteacher or Chair of the Local Governing Body. However, complaints about barring cannot be escalated to the Department for Education. Once the school's own complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice must therefore be sought.