

Landau Forte Academy Moorhead

DREAM, BELIEVE, ACHIEVE

COMPLAINTS PROCEDURE FOR PARENTS\CARERS 2018-19

Our vision - Dream, believe, achieve

At Landau Forte Academy Moorhead we aim to provide opportunity for all our children to develop resilience, self-belief and aspirations to achieve. These beliefs form our vision which shapes all aspects of school life.

Resilience, Aspiration, Achievements and self-belief are the golden threads that prepare our children to become the positive citizens of the future.

At Landau Forte academy Moorhead we aim, through inspirational teaching, to provide a safe and nurturing learning environment where children are confident to take risks.

We are ambitious for all, embedding the self-belief that anything is possible.

We inspire and motivate learners to achieve by expanding their experiences of the world around them.

We are proud to work in partnership with our community and together we challenge ourselves to achieve more.

This document meets the requirements set out in part 7 of the schedule to [the Education \(Independent School Standards\) Regulations 2014](#), which states that we must have and make available a written procedure to deal with complaints from parents of pupils at the school. It is also based on guidance published by the Education and Skills Funding Agency (ESFA) on [creating a complaints procedure that complies with the above regulations](#), and refers to [good practice guidance on setting up complaints procedures](#) from the Department for Education (DfE). This policy complies with our funding agreement and articles of association. In addition, it addresses duties set out in the [Early Years Foundation Stage statutory framework](#) with regards to dealing with complaints about the school's fulfilment of Early Years Foundation Stage requirements.

Purpose

Landau Forte Academy is committed to providing the highest quality education and care for its children; the Academy is committed to the principle of being receptive to genuine expressions of dissatisfaction, concerns or complaint from Parent/Carers in relation to their child.

Objectives

1. To promote high quality education and care for children.
2. To develop and maintain a harmonious and respectful partnership between Parents/Carers and the Academy.
3. To respond promptly, fairly and proportionately to genuine expressions of dissatisfaction, concerns or complaints made by Parents/Carers

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Procedure for dealing with complaints from Parents/Carers of Children

The school intends to resolve complaints informally where possible, at the earliest possible stage.

There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

This policy does not cover complaints procedures relating to:

- Admissions
- Statutory assessments of special educational needs (SEN)
- Safeguarding matters
- Exclusion
- Whistle-blowing
- Staff grievances
- Staff discipline

Please see our separate policies for procedures relating to these types of complaint.

Arrangements for handling complaints from parents of children with SEN about the school's support are within the scope of this policy. Such complaints should first be made to the SENCO (Ms Paul) or the Headteacher (Mrs Beardmore) they will then be referred to this complaints policy. Our [SEN policy and information report] includes information about the rights of parents of pupils with disabilities who believe that our school has discriminated against their child.

Complaints about services provided by other providers who use school premises or facilities should be directed to the provider concerned.

Principles for investigation

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the complainant feels would put things right

We also intend to address complaints as quickly as possible. To achieve this, realistic and reasonable time limits will be set for each action within each stage.

Where further investigations are necessary, new time limits will be set, and the complainant will be sent details of the new deadline with an explanation for the delay.

The school expects that complaints will be made as soon as possible after an incident arises and no later than 3 months afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

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Complaints about our fulfilment of Early Years requirements

We will investigate all written complaints relating to the school's fulfilment of the Early Years Foundation Stage requirements, and notify the complainant of the outcome within 28 days of receiving the complaint. The school will keep a record of the complaint (see section 9) and make this available to Ofsted on request.

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Parents and carers can notify Ofsted if they believe that the school is not meeting Early Years Foundation Stage requirements, by calling 0300 123 4234 or 0300 123 4666, or by emailing enquiries@ofsted.gov.uk. An online contact form is also available at <https://www.gov.uk/government/organisations/ofsted#org-contacts>.

We will notify parents and carers if we become aware that the school is to be inspected by Ofsted. We will also supply a copy of the inspection report to parents and carers of children attending the setting on a regular basis.

Stages of complaint

Informal

- A. The first point of contact with the Academy concerning your child should be with his/her Class Teacher. The Academy considers any concerns very seriously and most problems can be resolved at this early stage, however it is important that you tell us straight away.
- B. If this matter is not resolved at A above, it will be referred to a member of the Academy Leadership Team as appropriate.
- C. If a resolution cannot be reached at B above, the matter will be referred to the Principal.

Formal Complaint

If you feel that your concern has not been resolved during the informal stages, please follow the formal complaint procedure as detailed below.

If you would like the concern formally investigated by an appropriate person from the Academy, please ask the Principal's PA for a Complaint Form. If you would like help completing the form, the Academy will be happy to provide the assistance of someone unconnected with the complaint. Alternatively you may write a letter outlining your concerns.

A If the matter is about:

- the day-to-day running of the Academy
- the interpretation of Academy policies
- the actions or inactions of staff at the Academy

it will be investigated by the Principal or a senior member of staff nominated by the Principal (unless the Principal or senior member of staff has been involved at the Informal Stage. If this is the case then the matter will be referred to the Chief Executive of Landau Forte Charitable Trust or the Chairman of Governors of the Academy).

B If the matter is about:

- Academy policies as determined by the governing body
- the actions or inactions of the governing body
- the Principal

it will be investigated by the Chief Executive of Landau Forte Charitable Trust or Chairman of Governors or a person nominated by the Chairman of Governors.

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The person carrying out the investigation will review the way in which the complaint has been handled by the Academy and ensure that the issues have been dealt with properly and fairly.

He/she will normally write to you with the outcome of this process within 15 working days of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure.

You will be notified if this is the case with your complaint, but you are not entitled to know which procedure or the final outcome.

Panel Hearing

If you are not satisfied with the outcome, you may choose to refer your complaint to the Chairman of Governors who will then arrange for a Governors Panel comprising of 2 Academy Governors and a panel member who is independent of the management or running of the Academy, all of whom have no detailed prior knowledge of the complaint or any connection with the complainant.

The general principle is that the Academy should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the Academy's procedure. If they have any concerns, they may ask the Principal to re-open the investigation. The complainant will be kept informed of any delay.

The meeting will normally take place within 15 working days of your request. You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if you wish, to put your case.

The Principal will be given the same opportunity. The panel will write to you with its conclusion within five working days of the meeting.

For most complaints the decision of the Panel is final.

If you wish to complain about how your complaint to the Academy was handled then you should contact the EFA by

Email to: academyquestions@efa.education.gov.uk

or

Post to: Academies Central Unit (Academy Complaints), Education Funding Agency,
Earlson Park, 53-55 Butts Road, Coventry, CV1 3BH

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Persistent complaints

Where a complainant tries to re-open the issue with the school after the complaints procedure has been fully exhausted and the school has done everything it reasonably can in response to the complaint, the chair of governors (or other appropriate person in the case of a complaint about the chair) will inform the complainant that the matter is closed.

If the complainant subsequently contacts the school again about the same issue, the school can choose not to respond. The normal circumstance in which we will not respond is if:

- The school has taken every reasonable step to address the complainant's needs, *and*
- The complainant has been given a clear statement of the school's position and their options (if any), *and*
- The complainant is contacting the school repeatedly but making substantially the same points each time

However, this list is not intended to be exhaustive.

The school will be most likely to choose not to respond if:

- We have reason to believe the individual is contacting the school with the intention of causing disruption or inconvenience, *and/or*
- The individual's letters/emails/telephone calls are often or always abusive or aggressive, *and/or*
- The individual makes insulting personal comments about, or threats towards, school staff

Unreasonable behaviour which is abusive, offensive or threatening may constitute an unreasonably persistent complaint.

Once the school has decided that it is appropriate to stop responding, the complainant will be informed in writing, either by letter or email.

The school will ensure when making this decision that complainants making any new complaint are heard, and that the school acts reasonably.

Record-keeping

The school will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and held centrally, and will be viewed only by those involved in investigating the complaint or on the review panel.

This is except where the secretary of state (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request or under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

Records of complaints will be kept for 6 years.

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Monitoring and Review

The Governing Body monitors the Complaints Procedure annually, in order to ensure that all complaints are handled appropriately. The Principal logs all formal complaints received by the Academy and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

Availability

As well as this policy being available on our website, a copy of this procedure is available to all Parents/Carers on request.

Links with other policies

Policies dealing with other forms of complaints include:

- Child protection and safeguarding policy and procedures
- Admissions policy
- Exclusions policy
- Staff grievance procedures
- Staff disciplinary procedures
- SEN policy and information report

What if I have a concern/complaint about?

- Statementing for children with special educational needs
- Disciplinary issues relating to members of staff
- Allegations of abuse
- Admissions and exclusion appeals
- Provision of collective worship & Religious Education
- Examination results

There are existing statutory bodies, personnel or other procedures for dealing with these issues. The Academy will be able to assist you in pursuing complaints on these issues.

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Complaints Form

Name (please print):

Student Name:

Year Group:

Date:

Nature of the Complaint:

Signature: