



Salford City Academy

The best in everyone™

Part of United Learning

Salford City Academy

Complaints Policy

2019 – 2021



| | |
|------------------|---|
| Document Owner: | Melanie Haselden |
| Last reviewed: | 31st March 2019 |
| Next review due: | 31st March 2021 |
| Approved by: | Jenny Andrews / Melanie Haselden |

The policy sets out the policy of Salford City Academy approach in relation to any cause for complaint in keeping with its core aims and values to bring out the 'best in everyone'. Salford City Academy recognises that parents may, from time to time, have normal and legitimate concerns about their child's education and may not be satisfied with their child's school. It is important that we work together to resolve these concerns, aiming to do so informally where possible and to ensure that all pupils are happy and fulfilled at school.

Aims

- To provide a safe, secure environment where all members of the community can flourish, thrive and feel a sense of belonging in keeping with the Academy's values.
- To constantly strive to improve communication between the Academy, parents, carers, and the community.
- To ensure that all members of the community are supported in raising issues if appropriate so that all stakeholders can work together to secure the best outcomes for the Academy and all of its students.

To achieve these aims we will

- Ensure that we respond to parental contact within 48 hours.
- Investigate appropriately any issues raised in relation to teaching, curriculum, charging, behaviour or any other appropriate cause for concern.
- Address issues arising appropriately which may include amendment of protocol/ practice if required.
- We will feedback in person, telephone or in writing the outcome of any investigation of a complaint.
- Expect that issues associated with the Academy staff/students are not shared on Facebook or other social media platforms.

Protocol for Complaint

If you would like to raise an issue in relation to the Academy in general you should contact the Academy in any one of the following ways:

Telephone – 0161 789
5359 Fax – 0161 789 2209

Email – enquiries@salfordcity-academy.org

In writing - Salford City Academy, Northfleet Road, Eccles, M30 7PQ

Stage 1: Informal Complaint

Setting the complaint informally with a teacher, Form Tutor or Year Leader. The staff member will then refer you to the appropriate person. The staff member will make a record of the complaint and the date on which it has been received – if this has not been resolved within 5 working days you are invited to make an informal complaint with the Vice Principal who will assist you in resolving it appropriately.

If a satisfactory outcome is not achieved, then an informal complaint should be made to the Principal with a view to resolving the issue informally before going to the final stage.

Where someone is not satisfied with the informal response, a formal complaint may be submitted in line with the SCA Complaint and Policy Procedure, available on the Academy website.

Setting the complaint informally with the Principal – An appointment can be made with the Principal through the Principal's PA. The Principal will make a phone call in order to discuss any issues arising with parents/carers.

Stage 2: Formal Complaint

Setting the complaint formally with the Principal - Formal complaints regarding staff must be made formally to the Principal in writing (this may be in the form of an email) and passed to the Principal's PA.

In order to prevent any later challenge or disagreements over what was said, brief notes of meetings and telephone calls should be kept.

If the complaint relates directly to the actions of the Principal, the formal letter should be directed to the Chair of the Local Governing Body.

SCA will take all concerns and complaints seriously and will deal with issues in a respectful, impartial and non-adversarial manner within 10 school days. United Learning and SCA expect a full and fair investigation of the issue to be undertaken and no one is penalised for making a complaint in good faith. Complainants should be given a written response to their complaint where appropriate and if requested, as well as information about how to appeal if they so wish.

Stage 3: Local Governing Body Appeal Panel

Where the parent is not satisfied with the response to the complaint the Academy will make provision for a hearing before a panel consisting of at least three people who were not directly involved in the matters detailed in the complaint; one panel member will be independent of the management and running of the school. Parents/complainant will be invited to attend and the findings will be shared and distributed formally to all parties. We would generally expect appeal requests to be made within 10 schools days of receiving the response at stage 2.

The Chair of the Local Governing Body will delegate the complaint as appropriate in order to address issues and achieve reconciliation between the complainant and the Academy.

Stage 4: United Learning Regional Director for the North

United Learning and SCA recognise that there may be very rare occasions when the complainant feels that SCA and its LGB have failed to appropriately address their complaint and that they must escalate it beyond the LGB. They can do this by moving to the fourth and final stage of the complaints process, Stage 4, by contacting The Northern Office for United Learning where the complaint will be picked up by the Regional Director who will investigate and respond to the concern.

Please be aware that United Learning will not get involved unless there is clear evidence that all other stages have been exhausted. The complainant should contact Claire McAteer claire.mcateer@unitedlearning.org.uk who will ensure the complaint is passed onto the Regional Director.

The decision of the Regional Director is final and binding. Complainants will be given a written response to their complaint within 15 days from the receipt of the complaint.

Complaint about members of the Local Governing Body

A complaint about a member of the Local Governing Body should be sent in a sealed letter to the Chair of Governors of the Academy. The Chair of Governors will investigate the issue and give a written response to the complainant within 15 school days from receipt of the letter.

A complaint about the Chair, or where the complainant believes their complaint about a member of the LGB has not been satisfactorily addressed by the Chair, should be sent to either the Chair of the Trustees for ULT, Nigel Robson. The Chair of the Trustees will either investigate the issue or nominate a representative to do so on his behalf, and a written response will be given to the complainant within 15 school days from receipt of the letter.

Regulatory Bodies

Individuals are also free to make a complaint directly to the relevant regulatory body.

Academies

OFSTED: Piccadilly Gate, Store St, Manchester M1 2WD

Phone: 0300 123 4666 or email enquiries@ofsted.gov.uk

Written Records and Confidentiality

Salford City Academy keeps accurate written records, for at least three years, of all complaints, the action taken and at what stage they were resolved. United Learning Central Office also keeps accurate written records of any complaints which are escalated to them. A record of complaints and their outcomes is reviewed regularly by the Principal (or other designated senior member of staff) at SCA so that any patterns can be identified and appropriate interventions made. The number of complaints registered under the formal procedure during a school's previous academic year is available from the school.

All correspondence, statements and records relating to individual complaints are kept confidential wherever possible, except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.

United Learning and SCA are committed to ensuring that the application of this policy is non-discriminatory in line with the UK Equality Act (2010). Further details are available in the United Learning Equal Opportunities Policy. This policy is applicable to all members of the United Learning community and is available to all interested parties on the United Learning Hub. This document is reviewed annually or as events or legislation require.

Leadership, Management and Governance Responsibilities - The Local Governing Body

- Ensure that the Academy complies with this policy from its implementation.
- Ensure that they are informed of recording and reporting of formal complaints annually.

Responsibilities - The Principal

- To implement the policy, its strategies and procedures and ensure that all stakeholders are aware of this policy and have access to it.
- Ensure that a central record is kept of formal complaints with the Principal's PA.
- Report to governors annually regarding the number of formal complaints and issues resolved.

Responsibilities - All Staff

- To respond to complaints by parents/carers, other stakeholders or members of the community within 48 hours.

- To feedback to parents/carers, other stakeholders or members of the community after investigation regarding the outcome of the complaint.

Policy Planning and Development

Views of stakeholders will be taken into consideration in the implementation of this policy. There will be a systematic review of the impact of policies within an appropriate time scale.

Monitoring and Quality Assurance

The Vice Principal/Principal will maintain an overview of formal complaints and ensure that appropriate action is taken in keeping with this policy.

The number of complaints and issues arising will be monitored closely and action taken as appropriate/necessary.

This process will be continuously developed and monitored by the Academy’s leadership team.

Complaint Form

Please complete this form in BLOCK CAPITALS and return to the Principal or Vice Principal who will acknowledge receipt and explain what action will be taken.

| | | | |
|---|--|---------------------------------|--|
| Your Name: | | Email Address: | |
| | | | |
| Student’s Name: | | Relationship to Student: | |
| | | | |
| Address (Inc. Postcode) | | Telephone Numbers: | |
| | | Home: | |
| | | Work: | |
| | | Mobile: | |
| Please give details of your complaint: | | | |
| | | | |

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

To whom did you speak to and what was the response?

What actions do you feel might resolve the problem at this stage?

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

Signature:

Date: