

# The Kingston Academy



## Complaints and Suggestions Procedures

September 2017

Date approved: 18 September 2017

Approved by: Pupil Welfare and Community Committee, Kingston Educational Trust

Frequency of review: Annual

Last review: June 2017

Next review due: September 2018

**Update:** Note the Trust Board has updated the review frequency of this policy to every 3 years. The next review is now due in September 2020.

## The Kingston Academy Complaints and Suggestions Procedures

### 1. Introduction

Your suggestions are a very valuable way of helping us to improve the services that we provide to you and your child. If you can think of a way in which we can improve, we want to hear from you!

We will take all suggestions seriously and consider each on its merits. If we decide not to take up your suggestion, we will explain to you the reason for your decision.

If you want to make a suggestion, you should email or write to the Head teacher, Sophie Cavanagh.

Unfortunately, there are sometimes occasions when things go wrong.

All complaints are important to us – there is always room to improve and as part of our commitment to excellence, we strive to identify areas for improvement and put things right as quickly as we can.

We aim to deal with your complaints in an efficient, fair, open and understanding way. To do this, we will:

- acknowledge your complaint within 24 hours;
- take all complaints seriously and deal with them as quickly as possible;
- investigate your complaint thoroughly;
- treat your complaint in confidence;
- make sure you get a letter explaining the outcome of your complaint.

### 2. Which procedure do I need?

Sometimes, when concerns are more specific, there are alternative and more appropriate policies for dealing with them. The following list details specific topics of complaints, and the correct policy to refer to. You can access these policies on the Academy website or ask for a copy from the main office.

- Pupil admissions; please see the Academy's Admissions Arrangements.
- Pupil exclusions; please see the Academy's Behaviour, Discipline, Exclusion and Restraint Policy.
- Staff grievance, capability or disciplinary: these are covered by the Academy's Grievance, Capability and Disciplinary policies.
- Where the complaint concerns a third party used by the Academy: please complain directly to the third party themselves.
- Anonymous complaints – please refer to the Whistleblowing Policy.
- Subject Access Requests and Freedom of Information Requests – please see the Academy's Data Protection and Freedom of Information policies.

### 3. Raising concerns

The majority of concerns can be dealt with without resorting to the procedure. Where you have a concern about any aspect of the Academy or your child's education or wellbeing, raise this with your child's form teacher by phone or in person. Ideally, they will be able to address your concerns on the spot, or can arrange a meeting with you to discuss the issue.

All concerns will be dealt with confidentially, although the staff member may need to take notes if they feel that the matter may need to be taken further or it may arise again in the future. Any such notes will be kept in accordance with the principles of the Data Protection Act 1998. However, such notes would be able to be used to as evidence if further investigation was required, or if the concern became a formal complaint.

#### **4. Safeguarding**

Wherever a complaint indicates that a child's wellbeing or safety is at risk, the Academy is under a duty to report this immediately to the local authority. Any action taken will be in accordance with the Academy's safeguarding policy which can be found on the [policy page](#) of our website.

#### **5. Social Media**

In order for complaints to be resolved as quickly and fairly as possible, The Kingston Academy requests that complainants do not discuss complaints publicly via social media such as Facebook and Twitter. Complaints will be dealt with confidentially for those involved, and we expect complainants to observe confidentiality also.

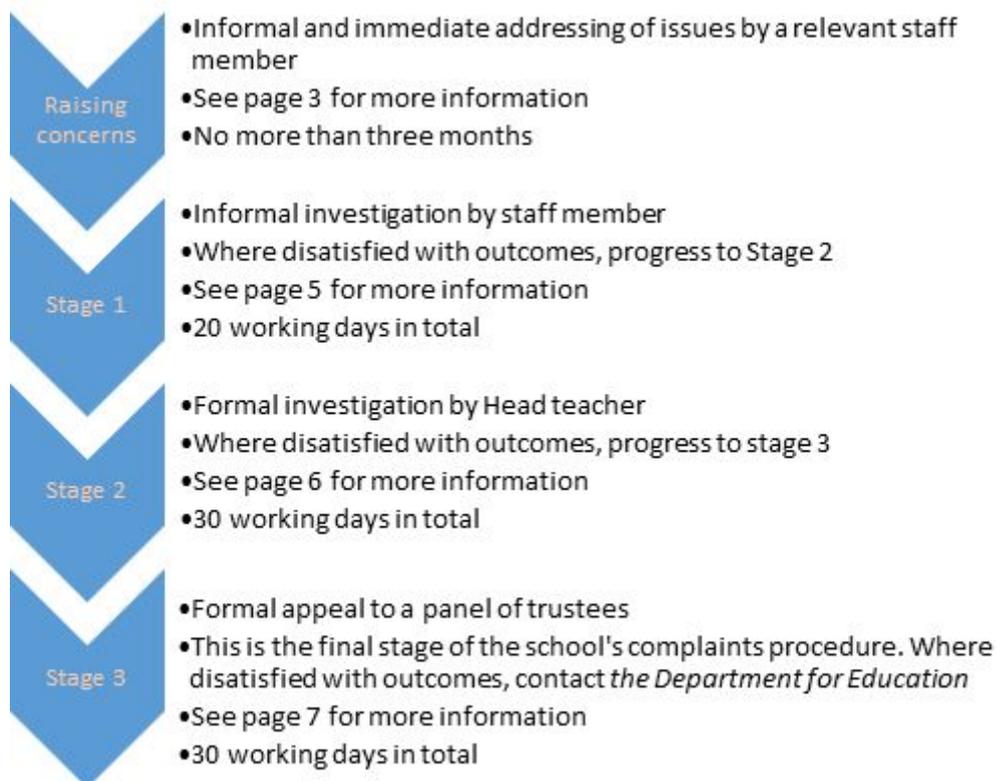
#### **6. Complaints that result in staff capability or disciplinary**

If at any formal stage of the complaint it is determined that staff disciplinary or capability proceedings are necessary in order to resolve the issue, the details of this action will remain confidential to the Head teacher and/or the individual's line manager. The complainant is entitled to be informed that action is being taken and the eventual outcome of any such action, but they are not entitled to participate in the proceedings or receive any detail about them.

#### **7. Procedure**

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the following procedure as detailed below.

#### **Timeline**



## 8. Timeframes

The Kingston Academy will endeavour to abide by timeframes stated under each stage but acknowledges that in some circumstances, this is not always possible due to the complexity of information needed to review a complaint or difficulties regarding an individual's availability to deal with the complaint, for example. If it becomes apparent that it is not possible to complete any stage of the complaints procedure within a given timeframe, the individual responsible for handling the complaint will contact the complainant as soon as possible and come to an agreed timeframe that works for all parties involved.

The Kingston Academy reserves the right not to investigate complaints that have been made three months or more after the subject of the complaint took place, except in exceptional circumstances. What is meant by exceptional circumstances is where new evidence has come to light, where the complaint is of an especially serious matter or where there is reasonable justification for why the complainant has been unable to raise the complaint before this time. The Head teacher will review the situation and decide whether or not to enact the complaints procedure, informing the chair of the Trust Board of the decision.

## 9. Who should I approach?

- Academic matters: Head of Subject
- Pastoral care: Progress Leader
- Disciplinary matters: the staff member who initiated the sanction

- Financial/Administration matters: the School Business Manager
- Complaint about a staff member's conduct: direct approach to the staff member themselves. Where this does not resolve the situation, their line manager should be approached.
- complaints from parents of pupils with special educational needs about the support provided by the school: direct approach to the SENCo or SRP Lead as appropriate. Where this does not resolve the situation, the Deputy Head who line manages them.

### **10. Complaints about the Head teacher or the trustees**

Where a complaint regards the Head Teacher, the complainant should first directly approach the Head teacher in an attempt to resolve the issue informally. If the complainant is not satisfied with this outcome they should notify the clerk to the trustees (see contact details at the end of the document). The Stage 2 process will then commence, but with the Chair of the Trust Board of Kingston Educational Trust as the individual responsible for the investigation rather than the Head teacher.

Where a complaint regards a trustee, the same process applies as for the Head teacher. Where a complaint concerns the Chair of the Trust Board, the individual should contact the clerk to the Trust Board. Informal resolution will be sought, but where this fails, the complaints procedure at Stage 3 will take immediate effect. The Vice Chair will mediate any proceedings.

### **11. Stages of the Complaint:**

#### **Stage 1 - Informal investigation by a staff member**

Where as a result of raising a concern the complainant still feels that the issue has not been addressed, or where the outcome has been that the complaint needs further investigation than can be resolved briefly, they may progress by making an informal complaint. In doing so, the following steps will be followed:

- a. Complainant contacts the relevant staff member (see 9 above).
- b. The complainant must explain in writing:
  - an overview of the complaint so far;
  - who has been involved;
  - why the complaint remains unresolved;
  - action they would like to be taken to put things right.
- c. The staff member will respond within 5 working days (excluding those which fall in the Academy holidays) of having received the written complaint. They will explain what action they intend to take.
- d. Where the complaint is about a member of staff or an Academy trustee, an informal mediation meeting between the two parties will be arranged to see if a resolution can be come to.
- e. The relevant staff member will provide a written confirmation of the outcome of their investigation within 15 working days (excluding those which fall in the Academy holidays) of having sent confirmation of the intended action. Where the complainant is

not satisfied with the outcome, they are able to progress to stage 2 of the complaints process, and launch a formal written complaint.

- f. The staff member will make a record of the concern and the outcomes of the discussion which will be held centrally for twelve months, in line with the principles of the Data Protection Act 1998

### **Stage 2 – formal investigation by the Head teacher**

- a. The complainant may submit a formal complaints form to the Head teacher. See the end of the procedure for the Head teacher’s contact details and for a copy of this form.
- b. The Head teacher will respond in writing within 10 working days (excluding those that fall in the Academy holidays) of the date of receipt of the complaint to acknowledge receipt of the complaint and explain what action will be taken, giving clear timeframes.
- c. A log of all correspondence in relation to the complaint will be kept in accordance with the Data Protection Principles.
- d. The Head teacher will consider all relevant evidence; this may include but is not limited to:
  - a statement from the complainant;
  - where relevant a statement from an individual who is the subject of the complaint;
  - any previous correspondence regarding the complaint;
  - any supporting documents in either case;
  - interview with anyone related to the complaint.
- e. The Head teacher may decide to have a meeting with the complainant (and where relevant, the subject of the complaint) if they feel that it would be appropriate for the investigation.
- f. After considering the available evidence, the Head teacher can:
  - Uphold the complaint and direct that certain action be taken to resolve it;
  - Reject the complaint and provide the complainant with details of the stage three appeals process;
  - Uphold the complaint in part: in other words, the Head teacher may find one aspect of the complaint to be valid, but not another aspect. They may direct for certain action to be taken to resolve the aspect that they find in favour of the complainant.
- g. The Head teacher must inform the complainant of their decision in writing within 20 working days (excluding those that fall in the Academy holidays) of having issued written acknowledgement of the receipt of the complaint. They must explain clearly why they have come to the decision that they made. They must detail any agreed

actions as a result of the complaint. Finally, they must provide the complainant with details of how to progress the complaint to stage three if they are not satisfied, providing them with the contact details of the clerk to the Trust Board (see the end of the procedure for these).

### **Stage 3 – appeal –review by a panel of the Trust Board.**

If the complainant wishes to appeal a decision by the Head teacher at stage 2 of the procedure, or they are not satisfied with the action that the Head teacher took in relation to the complaint, the complainant is able to appeal this decision.

They must write to the clerk to the Trust Board (see the contact details at the end of the procedure) as soon as possible after receiving notice of the Head teacher’s decision, briefly outlining the content of the complaint and requesting that a complaints appeal panel is convened.

The clerk will fulfil the role of organising the time and date of the appeal hearing, inviting all the attendees, collating all the relevant documentation and distributing this 5 days in advance of the meeting, recording the proceedings in the form of minutes, and circulating these and the outcome of the meeting.

The complainant must request an appeal panel within 4 weeks of receiving the Head teacher’s decision or it will not be considered, except for in exceptional circumstances. On receipt of this written notification, the following steps will be followed:

- a. The clerk will write to the complainant within five working days (not including the Academy holidays) to confirm receipt of the appeal request and detail further action to be taken.
- b. The clerk will convene a panel of two Academy trustees and one independent member. All three panel members will have no prior knowledge of the content of the complaint.
- c. The appeal hearing will take place within 20 working days (excluding those which fall in the Academy holidays) of receipt of the date of the confirmation letter from the clerk to the complainant, confirming the appeal.
- d. In addition to the panel, the following parties will be invited, where applicable:
  - the complainant;
  - the Head teacher who dealt with the complaint at Stage 2;
  - where the complaint regards a member of staff, the staff member who is the subject of the complaint.
- e. The complainant is also able to bring a companion with them to the hearing if they wish. Where the subject of the complaint is a member of staff, that staff member is also able to bring a companion with them.

- f. The companion will be a friend or a colleague. Neither party is able to bring legal representation with them. If after the hearing any party feels that legal action is necessary, please see the contact details at the end of the procedure.
- g. If the attendance of any pupils is required at the hearing, parental permission will be sought if they are under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing.
- h. Where the complaint is about a trustee, the complainant may request that the appeal is heard by an entirely independent panel. It is at the discretion of the Academy Trust Board who will notify the clerk of their decision. Where an entirely independent panel is required, timescales may be affected while the Academy source appropriate individuals for the review.
- i. The panel can make the following decisions:
  - Dismiss the complaint in whole or in part;
  - Uphold the complaint in whole or in part;
  - Decide on the appropriate action to be taken to resolve the complaint;
  - Recommend changes to the Academy's systems or procedures to ensure that problems of a similar nature do not recur.
- j. All parties who attended the meeting will be informed in writing of the outcome of the appeal within 5 working days (excluding those which fall in the Academy holidays).

This is the final stage at which the Academy will consider the complaint. If the complainant remains dissatisfied and wishes to take the complaint further, please see the contact details at the end of the document. The Academy will not consider the complaint beyond this.

## **12. Unreasonable complaints**

Where a complainant raises an issue that has already been dealt with via the Academy's complaints procedure, and that procedure has been exhausted, the Academy will not reinvestigate the complaint except in exceptional circumstances, for example where new evidence has come to light.

If a complainant persists in raising the same issue, the Head Teacher will write to them explaining that the matter has been dealt with fully in line with the Academy complaints procedure, and therefore the case is now closed. The complainant will be provided with the contact details of the Department for Education (see the end of this document) if they wish to take the matter further.

Unreasonable complaints include the following scenarios:

- The complainant refuses to co-operate with the Academy's relevant procedures.
- The complainant changes the basis of the complaint as the complaint progresses.
- The complainant seeks an unrealistic outcome.
- Excessive demands are made on the time of staff and Academy trustees and it is clearly intended to aggravate.

- The complainant acts in a way that is abusive or offensive.

The Head teacher will use their discretion to choose not to investigate these complaints. Where they decide to take this course of action, they must inform the Chair of the Trust Board that they have done so, explaining the nature of the complaint and why they have chosen not to investigate. If the Chair deems it appropriate to, they can redirect the Head Teacher to investigate the complaint. The full complaints procedure will commence from stage one on this direction.

If the Chair upholds the Head teacher's decision not to look into the complaint and the complainant deems this decision to be so unreasonable that no other rational body in the same position would have made that decision, then the complainant may write to the Department for Education (see the contact details at the end of the document).

**Contact details for external organisations if not satisfied with the outcomes of the complaints procedure in full:**

- If you have any queries regarding any aspect of the complaints procedure, please direct these to the clerk to the Trust Board: email [clerk@thekingstonacademy.org](mailto:clerk@thekingstonacademy.org) or in writing via the school office.
- If the complainant feels that the Trust Board acted 'unreasonably' in the handling of the complaint, they can complain to the Department for Education after the complaints procedure has been exhausted. Please note that unreasonable is used in a legal sense and means acting in a way that no reasonable Academy or authority would act in the same circumstances. <https://www.gov.uk/complain-about-Academy>
- Ofsted will also consider complaints about Academies.

**Relevant legislation and guidance:**

The Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/contents>

The Data Protection Act 1998 <http://www.legislation.gov.uk/ukpga/1998/29/contents>

The Education (Independent Academy Standards) Regulations 2014

<http://www.legislation.gov.uk/uksi/2014/3283/contents/made>

Education Act 2002 <http://www.legislation.gov.uk/ukpga/2002/32/contents>

The Department for Education *Best Practice advice for Academy complaints procedures*

<https://www.gov.uk/government/publications/Academy-complaints-procedures>

### The Kingston Academy Formal Complaints Form

(The completed Form should be emailed for the attention of the Head teacher via her PA Justine Free: [jfree@thekingstonacademy.org](mailto:jfree@thekingstonacademy.org), or a hard copy may be sent to the School Office marked for the attention of the Head teacher)

Name	
Name of pupil, year group and your relationship to them (where applicable)	
Contact address	
Contact telephone day	
Contact telephone mobile	
Contact email address	
Details of the complaint	
Action taken so far (including staff member who has dealt with it so far) or solutions offered	
The reason that this was not a satisfactory resolution for you	

What action would you like to be taken to resolve the problem?

Signed:

Date:

This policy will be reviewed annually by a member of the Senior Leadership Team and by the Kingston Educational Trust's Pupil Welfare and Community Committee.

**Next review due: September 2018**

**Signed:**

**Sue Conder, Chair Pupil Welfare and Community**

**Sophie Cavanagh, Head teacher**

**Date: 18 September 2017**