

## COMPLAINTS POLICY

Centre Academy provides an excellent education for all our children. We realise that our success frequently reflects the strong communication and bonds between student, school and home. Nevertheless, the School is obliged to have procedures in place should there be complaints by parents/ guardians. The following policy sets out the procedure that the School follows in such cases.

**Aims and Objective:** we aim to be fair, open and honest when dealing with any complaint. In this regard, we give careful consideration to all complaints and attempt to address them as swiftly as possible. We are also mindful of the need for confidentiality in certain situations, and complainants should understand that their grievances will be treated with the utmost sensitivity and confidentiality as necessary. In all instances, we put the interests of the student above all other issues and we provide sufficient opportunity for any complaint to be fully discussed and subsequently resolved.

**The Complaints Process:** if a parent is concerned about any aspects of the child's education at Centre Academy, we encourage that person to **talk initially with the child's Mentor and/ or class teacher, as appropriate**. This can be done in several ways; by writing a message in the homework diary for the teacher to call home, by sending in a letter or by emailing the school to be forwarded to the relevant teacher. This procedure is considered an *informal* complaint. Most matters of concern can be resolved in this manner. It is important to understand that all teachers work assiduously to ensure that each child is happy at School and is making encouraging progress. Our teachers always want to know if there is a problem so that they can take action before it impedes the child's academic progress or in other ways has a negative impact on any aspect of the child's interaction at school. Whilst not the most appropriate means of raising complaint, a message left on the answerphone will trigger a response in the same way as receipt of an informal written complaint. *An acknowledgment of receipt of the complaint should be expected within 24 hours.*

If a parent feels that a situation has not been resolved satisfactorily through the initial contact with the Mentor and/ or class teacher, the concern will be referred to one of the following members of the senior management team (SMT):

- Curriculum – Mrs Fisher, Head of Curriculum
- Assessment – Ms Maddison, Head of Assessment
- SEN – Mrs Alexander, SENCo
- Admissions - Ms Raw, Head of Administration and Finance

If the matter is not resolved at this stage, a complaint should be made in writing and to the Head of School. This constitutes a *formal complaint*.

Where possible, the complainant should identify the steps he or she feels need to be taken in order to address and resolve the complaint. If the complaint is made against the Head of School, it should be directed to Dr Rollo, CEO of the Centre Academy Schools. All complaints are reviewed and investigated thoroughly by the Head of School. It is hoped that a resolution can be found expeditiously and usually within a few working days and that a response will be received in writing *within a maximum of one week*. Exceptions to this might include:

To be reviewed: September 2018

- Where there is holiday time between the receipt of the complaint and the required response
- Where any investigation is delayed, for example, if one of the persons required as part of any investigation is not available

**Governance Review:** in cases when intervention by the Head of School has not been successful or if a complaint is to be lodged against the Head of School, the parent may request a Governance intercession. Governance of the school is represented by those individuals listed at the end of this Complaints Policy. Information regarding each person's qualifications is included on the school website.

A complaint requiring Governance Review will, in the first instance, be acknowledged with a receipt of complaint; this will also specify the expected response time. Governance Review members will subsequently communicate directly with the parent/guardian at the earliest opportunity. The Governance body may suggest mediation through another party. If at this stage there is no satisfactory resolution, the body will arrange an independent review hearing. Within the framework of an Independent Review, parents may attend the hearing, and should they so desire, they may be accompanied. Following deliberation, the Governance Body may make specific findings and recommendations. These will be made available to the complainant, the proprietor and Head of School; when relevant, the person against whom the complaint is directed may also be given a copy of the findings and recommendations.

A complaint lodged against the Head of School should be directed for the attention of Dr Duncan Rollo.

### **Monitoring and Review**

The Head of School and/or Principal log all serious grievances by the School and record how they were resolved. All written records pertaining to the matter will be stored securely and confidentially by the Head of School. A complaint matter made against the Head of School will be stored by the CEO of the Centre Academy Schools. This will provide details of exactly how the matter has been resolved and of whether any longer term actions or considerations are required, specifying details.

Personnel who may be involved in administering the Complaints Procedure are as follows:

### **Governance**

Dr Duncan Rollo – CEO of the Centre Academy Schools  
C/o Centre Academy London, 92 St John's Hill, Battersea, London, SW11 1SH  
Tel. 07904558165  
Ms Natalia Ambridge – Head of School, Centre Academy London  
Mrs Kim Salthouse – Head of School, Centre Academy East Anglia