



# Complaints Policy and Procedures

## Centre Academy London

Implementation date: November 2017

Next review date: November 2018

Signed:

Handwritten signature of Dr Duncan Rollo in black ink.

Dr Duncan Rollo  
Principal

Date:

7/11/17

Signed:

Handwritten signature of Miss Rachel Maddison in black ink.

Miss Rachel Maddison  
Head of School

Date:

7/11/2017



## **1. Introduction**

Centre Academy London (CA London) strives to provide an excellent education for all its students. This success frequently reflects the strong communication and bonds between student, school and home. Nevertheless, there may be occasions where people have complaints and the School is obliged under the legal frameworks to ensure that we have an effective Complaints Procedure drawn up and that this is available to all parents or carers.

This Compliant Policy is available on the school's website or by request from the School Office.

### **1.1 Legal Framework**

Education Act, 2002 (Section 29)

Education and Skills Act, 2008

Education (Independent School Standards) Regulations, 2014 (Part 7)

### **1.2 Key Contact Details**

Dr Duncan Rollo – Principal

c/o Centre Academy London, 92 St John's Hill, Battersea, London, SW11 1SH

Tel. 07904 558 165

Miss Rachel Maddison – Head of School

c/o Centre Academy London, 92 St John's Hill, Battersea, London, SW11 1SH

Tel. 020 7738 2344

### **1.2 Contents**

1. Introduction.....	2
1.1 Legal Framework .....	2
1.2 Key Contact Details .....	2
1.2 Contents.....	2
2. Aims and Objectives.....	3
2.1 Confidentiality.....	3
2.2 Child Protection .....	3
3. The Complaint Process .....	3
3.1. Informal Complaints.....	3
3.2 Formal Complaint to the Head of School.....	4
3.3 Formal Complaint to the Principal.....	4
3.4 Independent Panel Hearing .....	5
4. Recording, Monitoring and Review .....	6
Appendix 1: Informal Complaints Form.....	7

To be reviewed: November 2018



## **2. Aims and Objectives**

CA London aims 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.

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.

### **2.1 Confidentiality**

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. Correspondence, statements and records relating to individual complaints will be kept confidentially, except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requires access to them.

### **2.2 Child Protection**

If the complaint raises concerns about a safeguarding issue or involves an allegation of abuse by a member of staff, please inform the Designated Safeguarding Lead. The details and procedures for this type of complaint can be found in the Safeguarding and Child Protection Policy.

## **3. The Complaint Process**

CA London recognises that with good communication links between school and home most concerns can be resolved quickly and informally. However, there may be times when parents feel that their complaint or concern has not been effectively handled. This will therefore mean a formal complaint needs to be made. This section sets out the procedures for raising an informal complaint and also explains how it may escalate to a formal complaint should this be necessary.

### **3.1. Informal Complaints**

if anyone is concerned about aspects of a child's education at CA London, we encourage that person to talk initially with the child's Mentor or class teacher, as appropriate. This can be done in several ways: by a parent or carer 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.

To be reviewed: November 2018



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 CA London 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. 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 or class teacher, the concern should be referred to one of the following members of staff:

Mrs Fisher, Head of Curriculum  
Ms Alexander, SENCo

### **3.2 Formal Complaint to the Head of School**

If the matter is not resolved at this stage, a complaint should be made in writing to the Head of School. This constitutes a formal complaint. Should alternative methods of contact be required (for instance, to account for communication preferences due to disability or learning difficulties) CA London will ensure that complaints of this type can also be made in person or by telephone.

Where possible, the complainant should identify the steps they feel need to be taken in order to address and resolve the complaint. 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 three working days and that a response will be received in writing within five working days. Exceptions to this might occur if any investigation is delayed, for example, if one of the persons required as part of any investigation is not available. When this happens, the complainant will be informed as to the change in response time.

### **3.3 Formal Complaint to the Principal**

If a complaint is against or implicates the Head of School, then the process will be the same as above; however, the complaint should be directed to the Principal.

To be reviewed: November 2018



Should a complaint be made directly to the Principal, an acknowledgement of receipt will be sent within three working days; this will also specify the expected response time. The Principal, following this, will communicate directly with the parent or carer at the earliest opportunity.

The Principal may choose to investigate and resolve the complaint personally or suggest mediation through another party. If the matter is referred to mediation and no satisfactory resolution is reached, the Principal will arrange an independent review hearing.

### **3.4 Independent Panel Hearing**

In cases when intervention by the Head of School or Principal has not been successful, the parent may appeal by requesting an Independent Panel Hearing. The panel will consist of three people, nominated by the Principal on behalf of the Proprietor, who were not directly involved in the matters detailed in the complaint. At least one of the panel will also be independent of the management and running of the school.

A complaint referred to a panel hearing will, in the first instance, be acknowledged within three days of receipt of the appeal. This acknowledgement will also specify the expected response time. The Panel will subsequently communicate directly with the complainant at the earliest opportunity.

Within the framework of a panel review, complainants may attend the hearing, and should they so desire, they may be accompanied. The panel will sit in private and hear the appeal, considering all the views expressed. If necessary, the panel will also arrange relevant translators or interpreters.

Following deliberation, the panel may make specific findings and recommendations. These will be made available to the complainant, the proprietor, Principal 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.

The panel findings will then be considered by the Principal together with the Head of School in order to decide the School's course of action. This will be communicated to complainant within three working days of receiving the panel's report.

To be reviewed: November 2018



#### **4. Recording, Monitoring and Review**

Informal complaints should be logged by staff on the CA London Complaints Form, this ensures that actions can be recorded and traced. Any supporting documentation should be attached to the form. These forms should be passed to the School Secretary who will keep them confidential and secure.

Any formal complaints will be logged by the Head of School and/or Principal together with records of how they were resolved. All written records pertaining to the matter will be stored securely and confidentially by the Head of School and/or Principal. These will provide details of exactly how the matter has been resolved and of whether any longer-term actions or considerations are required.



**Appendix 1: Informal Complaints Form**

**CONFIDENTIAL**

This form should be completed after the investigation is finished. Additional sheets should be attached to the form before passing to the School Office for confidential filing.

Complainant's Name:	
Relationship to School:	
Contact Details: address or email address and telephone number	
Date of Complaint:	

Your Name:		Signature:	
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Brief Description of Complaint or Concern:	
Desired Outcome	
Outcome of Investigation	
Date outcome communicated to complainant:	