



Complaints Procedure

Procedures for dealing with complaints

Raising a concern

Concerns can be raised with the Academy at any time and will often generate discussions that will resolve the concern. The Academy requests that parents make their first contact with the student's Head of House (if it is related to pastoral matters) or the teacher/Head of Faculty (if the concern is subject related).

It is important for parents to recognise that the Academy is a busy organisation and that whilst we will do our best, it may not be possible to respond immediately.

On some occasions, the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response whilst this is taking place. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are still not satisfied, please write to or call the Academy to make us aware of your concern. The Academy will then look at your concern further.

Complaint heard by an appropriate staff member

If you feel that your concern has not been adequately dealt with by the Academy, you can make a formal complaint. Complaints should be put in writing and addressed to the Head of School or an appropriate senior member of staff. The complaint will be logged, including the date it was received. The Academy will acknowledge receipt of the complaint and will attempt where possible to resolve the issue as soon as possible, normally within four working weeks. Alternatively, a meeting may be convened to discuss the matter further.

Complaint heard by the Chair of Governors

If you are still not satisfied, then you will need to write to the Chair of Governors, c/o the Academy, giving details of the complaint. The Chair will, where possible, resolve the issue with the complainant as soon as possible, normally within four working weeks. If the issue is still not resolved, the complainant may ask for a governors' complaint panel to be convened by the academy. This will consist of at least three people who were not directly involved in the issues detailed in the complaint. The aim of this hearing is to impartially resolve the complaint and to achieve reconciliation between the Academy and the complainant. All parties will be notified of the Panel's decision in writing within three working days after the date of the hearing.