



TRUST COMPLAINTS POLICY

June 2021



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1. Introduction

The majority of issues raised by parents, the community or students, are concerns rather than complaints. The Education and Leadership Trust is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures.

However, depending on the nature of the complaint, you may wish or be asked to follow the Trust's formal complaints procedure. For the Trust to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

2. Purpose of the Policy

The prime aim of The Education and Leadership Trust's policy is to resolve the complaint as fairly and speedily as possible.

Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the academy and Trust.

3. General guidelines

The following details outline the stages that can be used to resolve complaints.

The Education and Leadership Trust Complaints Policy has four main stages.

In summary they are as follows: -

- Stage 1 - A concern is raised informally with a staff member.
- Stage 2 - A written formal complaint is heard by the complaints co-ordinator or an appropriate member of staff
- Stage 3 - Complaint is heard by Academy Headteacher
- Stage 4 – Complaint is heard by Academy Committee Complaints Appeal Panel

4. Stage 1 – Raising a concern

Concerns can be raised with the academy at any time and will often generate an immediate response, which will resolve the concern. The academy requests that parents make their first contact their child's Head of House (Whalley Range) or The Head of Progress (Levenshulme) or Head of Year (TEMA).

On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way.

However, if you are not satisfied with the result at stage 1, please write to or call the academy within 10 academy working days and state what you would like the academy to do. The academy will then look at your complaint at the next stage.

5. Stage 2 – Complaint heard by the complaints co-ordinator or by an appropriate senior staff member.

Formal complaints shall be put in writing and addressed to the Headteacher's PA at Whalley Range 11-18 High School, the Headteacher's PA at Levenshulme High School, or the Admin Team Lead at TEMA. The complaint will be logged, including the date it was received. The academy will normally acknowledge receipt of the complaint within 2 academy working days of receiving it. In many cases this response will also report on the action the academy has taken to resolve the issue.

Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 academy working days. The aim will be to resolve the matter as speedily as possible.

However, if you are not satisfied with the result at stage 2 please write to or call the academy within 10 academy working days of getting our response. You will need to tell the academy why you are still not satisfied and what you would like the academy to do.

If anyone who is not a parent/carer of a student of one of the academies wishes to make a complaint. They should contact the Academy Headteacher who will delegate, if appropriate to a senior member of staff.

6. Stage 3 – Complaint heard by Academy Headteacher

If the matter has not been resolved at Stage 2, the Academy Headteacher will arrange further investigation. Following the investigation, the Academy Headteacher will normally give a written response within 10 academy working days.

If you are dissatisfied with the result at stage 3, you should let the academy know within 10 academy working days of getting the response.

7. Stage 4 – Complaint heard by the Governors' Complaints Appeal Panel

If the complainant is not satisfied with the response in Stage 3, then you should write to the Chair of governors giving details of the complaint. The Chair or a nominated governor will convene a complaints panel. The panel will consist of at least three people who were not directly involved in the matters detailed in the complaint. The hearing will normally take place within 10 academy working days of the receipt of the written request for Stage 4 investigation.

The aim of the Appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the academy and the complainant. All parties (including the complainant and – where relevant – the person complained about) will be notified of the Panel's findings and recommendations in writing within three academy working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

N.B. In cases where the matter concerns the conduct of the Academy Headteacher, please write to the Executive Headteacher at any academy address. (Appendix 5). The Academy Headteacher and Chair of Governors will be informed of the complaint. The Chair will arrange for the matter to be investigated. If it concerns the conduct of the Executive Headteacher, address the complaint to the Chair of the Trust Board. In cases where the matter concerns the conduct of a member of the Local Governing Body or the Trust Board the Members will be informed of the complaint.

If the complaint processes to the final panel stage, the academy will ensure one member of the panel is independent of the management and running of the academy. Parents can attend and be accompanied at a panel hearing if they wish.

The findings and recommendations of the panel will be available for inspection on the school premises by the proprietor and the Headteacher.

A written record will be kept of all written complaints made, along with details of whether they were resolved following a formal procedure or progression to a panel hearing.

The academy will record the action it takes as a result of complaints (regardless of whether they are upheld).

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

8. Role of the Education and Skills Funding Agency (ESFA)

If a complaint is referred to the Education Funding Agency they will check if a complaint has been dealt with properly by the academy. They will not overturn an academy's decision about a complaint. However, if they find a complaint has not been dealt with properly, they will request a complaint is looked at again, following a process which meets legal requirements.

The Governors appeal hearing is the last academy-based stage of the complaints process.

Related documents

Education Independent School Standards (England)
Regulation 2010 Schedule 1, Part 7.

All policies can be found on the academies website

www.wrhs1118.co.uk

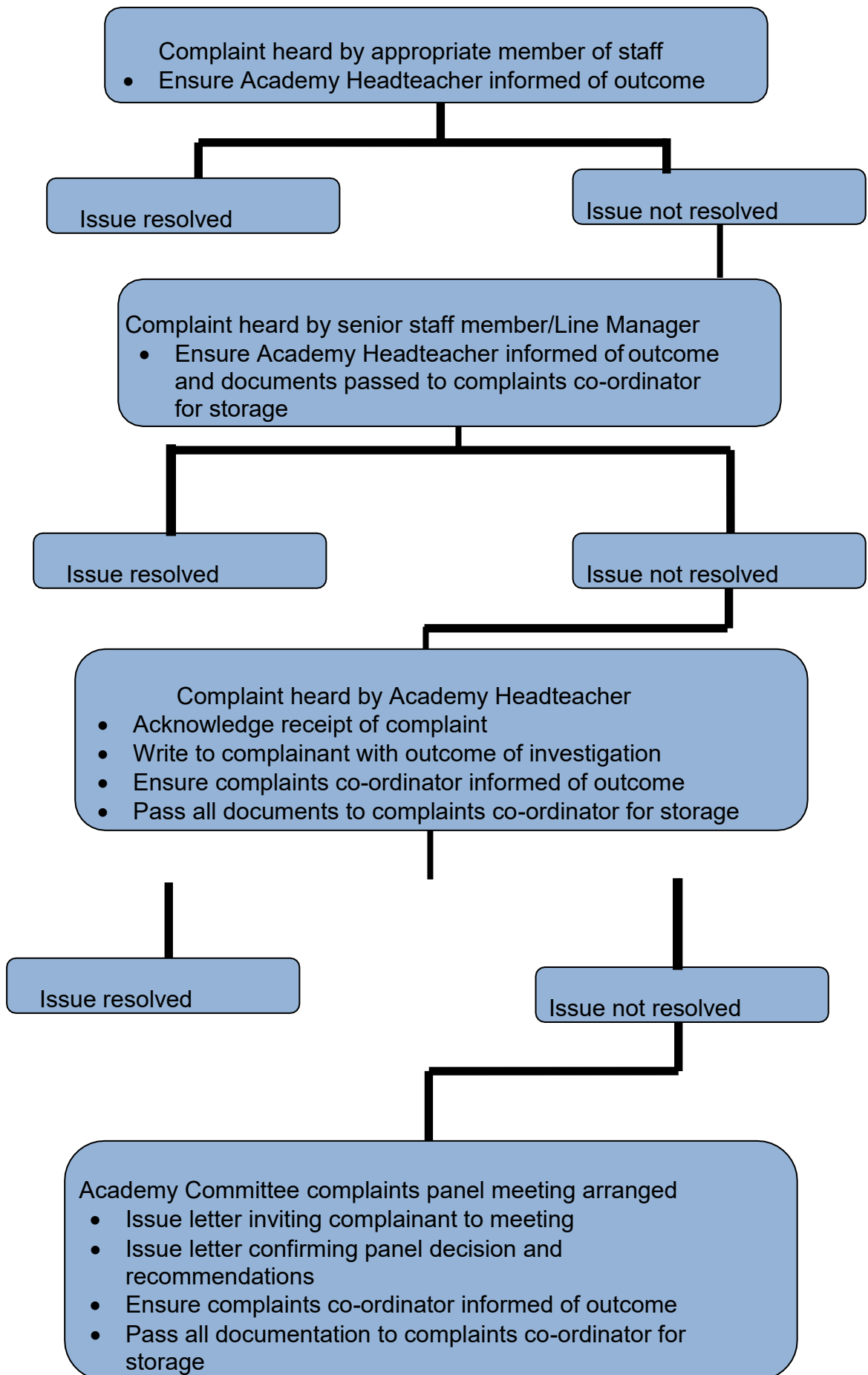
www.levenshulmehigh.co.uk

www.theeastmanchesteracademy.co.uk

Review

The Trust Board and Executive Headteacher will review this Complaints policy regularly and update, modify or amend it as it considers necessary to ensure that all complaints are dealt with in a prompt and equitable manner.

Summary of Dealing with Complaints



Complaints Form

Please complete and return to the Academy Headteacher's PA at Whalley Range 11-18 High School (complaints co-ordinator) who will acknowledge receipt and explain what action will be taken.

Your Name	
Student's Name	
Your Relationship to the Student	

Address:	
Postcode:	
Daytime Telephone Number	
Evening Telephone Number	

Please Give Details of your Complaint

What action, if any, have you already taken to try and resolve your complaint (who 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	
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OFFICE USE ONLY	
Date Acknowledgement Sent	
By Who	
Complaint Referred to	
Date	

Complaints Form

Please complete and return to Academy Headteacher's PA at Levenshulme High School (complaints co-ordinator) who will acknowledge receipt and explain what action will be taken.

Your Name	
Student's Name	
Your Relationship to the Student	

Address:	
Postcode:	
Daytime Telephone Number	
Evening Telephone Number	

Please Give Details of your Complaint

What action, if any, have you already taken to try and resolve your complaint (who 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	
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OFFICE USE ONLY

Date Acknowledgement Sent	
By Who	
Complaint Referred to	
Date	

Complaints Form

Please complete and return to the Admin Team lead at The East Manchester Academy (complaints co-ordinator) who will acknowledge receipt and explain what action will be taken.

Your Name	
Student's Name	
Your Relationship to the Student	

Address:	
Postcode:	
Daytime Telephone Number	
Evening Telephone Number	

Please Give Details of your Complaint

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

OFFICE USE ONLY

Date Acknowledgement Sent

By Who

Complaint Referred to

Date

Contacts

Whalley Range 11-18 High School

Wilbraham Road
Whalley Range
Manchester
M16 8GW

Telephone: 0161 861 9727

Email: head@whalleyrange.manchester.sch.uk

Complaints Co-ordinator: Academy Headteacher's Personal Assistant

Academy Headteacher: Mrs. J. Fahey
Chair of Governors: Ms. E. Ferneley

Levenshulme High School

Crossley Road
Manchester
M19 1FS

Telephone: 0161 224 4625

Email: head@levenshulmehigh.co.uk

Complaints Co-ordinator: Academy Headteacher's Personal Assistant

Academy Co-Headteachers: Ms D. Johnson and Mr. N. Johnson
Chair of Governors: Ms. E. Antrobus

The East Manchester Academy

60 Grey Mare Lane
East Manchester
M11 3DS

Telephone: 0161 230 8039

Email: head@temac.co.uk

Complaints Co-ordinator: Admin team lead

Academy Headteacher: Ms. J Bowen
Chair of Governors: Ms. F. O'Sullivan
Executive Headteacher (interim): Mr D. Owen
Chair of Trust Board: Mr A. Mullen