

## **Pivot Academy Parents/Carers Complaints Procedure Policy September 2020**

Next Review Date: August 2021

## **What to Do if You Have a Complaint**

The Pivot Academy (TPA) aims to have a good relationship with parents, but sometimes things may go wrong.

Most concerns can be sorted out by talking to the teacher, head of learning, head of behaviour or the head teacher. If, after that, you are still concerned, you should make a formal complaint in writing to the head teacher. You will then be invited to a meeting, which will be followed by an investigation and a full response.

If you are still not satisfied, you can formally complain to the governing body. If the matter can't be resolved, your complaint will be heard by a panel of three people. They will have no prior knowledge of the case and will be able to make a fresh, unbiased assessment. You will need to put your side of the matter to the panel. The head teacher will also attend to give his/her account.

In exceptional cases, it may be possible to refer the matter to an outside body, such as the Secretary of State for Education and Skills. If necessary, the chair of the complaints review panel will let you have further information.

If the head teacher is the subject of your complaint, you should write to the chair of governors at TPA or the CEO of Pivot Education. Governors have a legal responsibility to deal with all complaints about the school.

## **Procedures for Parent/Carer**

All complaints are treated seriously and will be fully investigated.

On first receiving a complaint, members of staff at TPA will make every effort to resolve your complaint on a professional and an informal basis. Methods of communication during this process may well include meetings, telephone calls, emails or letters. This will be within three working days of receiving the complaint. If more time is required you will be notified with the reasons and the predicted timescale.

If at this stage you feel that your concern has not been satisfactorily resolved you should make your complaint in writing to the head teacher. This should be made within seven days of any alleged incident/issue.

You will receive a response to your written complaint within five working days of the head teacher receiving your complaint. All complaints will be fully investigated by either the head teacher or a member of TPA senior management team. If it is deemed necessary, expert advice may be sought from outside agencies such as the police and social services.

If more time is necessary to conduct further investigation parents will be informed on progress with a predicted date of conclusion. Parents will receive a written response.

If you are still not satisfied with the response to your written complaint, your complaint will be heard by a panel of three people who were not directly involved in any previous consideration. This panel could include Governors and a representative from the Local Authority, and will include one person who will be independent of the management and running of the school. They will have no prior knowledge of the case and will be able to make a fresh, unbiased assessment. Parents/carers may attend this meeting together with representatives and will be informed of time, date and venue with appropriate notice.



This panel will make findings and recommendations, and ensure that the complainant, proprietor, head teacher, and, where relevant, the person complained about, are informed of any findings and recommendations.

Written records will be kept of all formal complaints that are made in writing, and will include their outcomes, whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing, and what action was taken as a result of a complaint, if any.

Written records will be maintained throughout. All the detailed records will remain confidential and in a secure location. They will be available for inspection or to the Secretary of State for Education, on request.