



WEDNESFIELD HIGH SPECIALIST ENGINEERING ACADEMY

CONCERNS, GRIEVANCES AND COMPLAINTS POLICY

Author	Revision Number	Date of Ratification at JNC	Review date
Mrs Claire Gilbert	3		September 2017

Policy adopted by the LAB of:		Date:	
Signed by the Chair of the LAB:		Print:	

Context

Since 1 September 2003 Governing Bodies of all maintained schools and maintained nursery schools in England were required, under Section 29 of the Education Act 2002 to have in place a procedure to deal with complaints relating to the school and to any community facilities or services that the school provides. The law also requires the procedure to be publicised. As an academy we adhere to these procedures.

Introduction

Issues raised by parents, the community or students, can be categorised as:

- i. Concerns
- ii. Grievances
- iii. Formal Complaints.

Wednesfield High Specialist Engineering Academy is committed to taking all concerns seriously. As an academy we are always striving to improve the ways in which we deal with issues relating to the academy's processes. Please make us aware of your concerns at the earliest stage, in the hope that we may resolve them to the satisfaction of all parties without needing formal procedures. All concerns, grievances and complaints will be dealt with in a sensitive, impartial and confidential manner.

The prime aim of Wednesfield High Specialist Engineering Academy's policy is to resolve the concern as fairly and speedily as possible. If the concern cannot be dealt with under stage one it may be considered as a grievance under stage two or as a formal complaint under stage three of the process. If the issue is still unresolved it may be referred to the Local Governing Board (LGB).

For the academy to be able to investigate any concern, grievance or complaint, it needs to be made within six months of the incident occurring. If it is older than six months it will not be investigated.

At each stage in the procedure the academy will want to keep in mind ways in which the issue can be resolved.

The decision taken at each stage might be to acknowledge that the complaint is either valid in whole or in part or that there is no case to answer.

Vexatious Complaints

However, there will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the Chair of the Local Governing Board is able to inform them in writing that the procedure has been exhausted and that the matter is now closed.

Any such complaint may incur appropriate action by the Local Governing Board of the academy.

Wednesfield High Specialist Engineering Academy Concern, Grievance and 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 grievance is heard by an appropriate member of the Senior Leadership Team.
- Stage 3: A Formal Complaint is heard by the Headteacher.
- Stage 4: If the complaint is still not resolved then it is heard by the Local Governing Board Complaints Appeal Panel.

Stage 1 – Concerns

Concerns can be raised with the academy at any time and will generate a response within 24 hours, in an attempt to immediately resolve the concern.

The academy requests that parents make their first contact with the relevant member of staff, Head of Year or Learning Director who if unavailable will return their call within 24 hours. On some occasions the concern raised may require investigation, or discussions with others.

Following any such investigation you will receive an informal but informed response within two academy working days. This will usually be by telephone. It is hoped that the majority of concerns will be satisfactorily dealt with in this way.

However, if you are not satisfied with the result at stage one, please contact the academy within five academy days and state how you would like the academy to proceed. The academy will then consider your concern at the next stage.

Stage 2 – Grievance

Grievances should be put in writing and addressed to the Headteacher. All grievances will be logged, including the date they were received. A copy of the Grievance Procedure form is attached to this policy document.

The Headteacher will delegate the investigation of a grievance to a member of the Senior Leadership Team.

The academy will normally acknowledge receipt of the grievance within two academy working days of receiving it. In many cases this response will also report on the action the academy intends to take to resolve the issue.

Following the investigation a meeting will be convened to discuss the matter further. This meeting will normally take place within ten academy working days. The aim will be to resolve the matter at the conclusion of this meeting.

The Senior Leader who has led the investigation will confirm in writing the agreements reached at the meeting within three working days.

However, if you are not satisfied with the result at stage two please contact the academy within ten academy working days of receiving this response. You will need to tell the academy why you are still not satisfied with the attempted resolution of the complaint.

Stage 3 – Formal Complaint

Formal Complaints should be put in writing and addressed to the Headteacher. All formal complaints will be logged, including the date they were received. A copy of the Formal Complaints Form is attached to this policy document.

The academy will normally acknowledge receipt of the complaint within two academy working days of receiving it. The Headteacher will review what has already taken place at stage one and two and contact you to discuss the next stage of the process.

Where necessary the Headteacher will arrange further investigation. Following the investigation, the Headteacher will offer you the opportunity to discuss this at a meeting. Following the meeting the Headteacher will give a written response within three academy working days.

If you are dissatisfied with the result at stage three, you should let the academy know within ten academy working days of receiving this written response.

Stage 4 – Complaint Heard by the Local Governing Board Complaints Appeal Panel

If the matter has still not been resolved at stage three, then you should write to the Chair of the Local Governing Board giving details of the complaint and the reasons for your dissatisfaction with the process.

The Chair or a nominated Local Governing Board member will normally acknowledge receipt of the complaint within five academy working days of receiving it.

The Chair or a nominated Local Governing Board member will review what has already taken place at stages one to three and contact you to discuss the next stage of the process.

The chair or a nominated Local Governing Board member will convene a complaints panel. The hearing will normally take place within ten academy working days of the receipt of the written request for a stage four 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 will be notified of the Appeal Panel's decision in writing within five 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.

The Local Governing Board's Appeal Hearing is the last academy-based stage of the complaints process.

N.B. In cases where the matter concerns the conduct of the Headteacher, the Headteacher and the Chair of the Local Governing Board will be informed of the complaint. This will be dealt with as a Stage three complaint where the Chair of the Local Governing Board will act in place of the Headteacher. The Chair will arrange for the matter to be investigated and if necessary convene a meeting of a panel of Local Governing Board members to consider the complaint. If the complaint is not resolved by the Chair then it will be referred to a meeting of the full Local Governing Board.

In cases where the matter concerns the conduct of a member of the Local Governing Board the member will be informed of the complaint.



**WEDNESFIELD HIGH
SPECIALIST ENGINEERING ACADEMY**

APPENDIX A – GRIEVANCE FORM

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Name of Student:		
Your Name:		
Relationship to Student:		
Address:		
Contact Telephone Numbers:		

Date of Original Concern:	
Name of Member of Staff Dealing with the Concern:	

Please give details of your original concern

Please give details of what actions have already been taken to resolve your concern

Please give details of what actions you would now like us to consider

Please give details of any paperwork you are attaching

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Signed:

Date:

Grievance referred to:	
Meeting Date:	
Date Acknowledgement Sent:	
Grievance Resolved:	

Please give details of any paperwork you are attaching

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Signed:

Date:

Date acknowledgement Sent

Meeting Date