

# **JOHN TAYLOR MULTI ACADEMY TRUST**



## **Compliments, Comments and Complaints Policy for Parents**

Implementation date: September 2018

LGB procedures: No

This policy covers compliments, complaints and concerns of a general nature raised by parents.

At John Taylor MAT we are committed to providing a high quality service for all pupils.

We would like to hear from parents if:

- they are happy with the service we provide and would like to compliment the staff and pupils;
- they have any suggestions about how we can improve the quality of our provision – at school or Trust level
- they have a complaint or concern. All complaints will be taken seriously and given full and proper consideration. Where things go wrong, we aim to resolve concerns wherever possible without the need for a formal written complaint.

### **Expressing approval**

When things go well, it is helpful if parents express their approval. Maintenance of high levels of staff commitment, morale and motivation are important in ensuring the provision of the best possible education for all pupils. Parents can express their approval through a telephone call, email, in writing or by speaking personally to staff concerned or the Headteacher/Head of School or the CEO or the Trust.

### **Raising a concern – informal stage.**

In the first instance parents should raise their concern with the most relevant member of staff. It is anticipated that at this stage the concern would be initiated verbally. If the Headteacher/Head of School is contacted at this stage it is likely that the concern will be passed to an appropriate member of staff for them to respond because they have a particular responsibility or are familiar with the circumstances of the concern. Response from an appropriate member of staff would be within ten school working days as a maximum, but ideally the school would wish to expedite possible resolutions as soon as possible. Most concerns will be successfully resolved at this stage. Depending on the nature of the concern the member of staff spoken to may refer it to a more senior colleague, who will initiate appropriate action. In all cases it would be anticipated that the member of staff would inform their line manager of the concern and the outcome.

### **Making a formal complaint**

#### **Step 1 - the Headteacher/Head of School**

If the parent/carer is not satisfied that their concern has been resolved informally then they should inform the Headteacher/Head of School either by telephone, by email or in writing that they wish to make a formal complaint. The Headteacher/Head of School will then take appropriate action and respond within 10 school days.

#### **Step 2 – the Local Governing Body**

In the unlikely event that the Headteacher/Head of School cannot resolve the issue to the satisfaction of the parent then a formal complaint can be made, in writing, to the Local Governing Body. This can be done by writing to the Chair of Governors at the school address. The panel hearing will take place within 10 schools days of receipt of the formal complaint. There is a form which parents can choose to fill in for this purpose. (see appendix A)

The Panel will consist of at least three people not directly involved in the matters detailed in the complaint, one of whom will be independent of the management and running of the school. The parent/s may attend the panel hearing and be accompanied if they wish. The panel will make findings and recommendations with a copy of the outcome information being provided to the complainant and, if relevant, the person complained about. The

outcome information will be available for inspection on the school premises by the proprietor and the Head of School/Head Teacher. Written records will be maintained of all complaints including details of how they are resolved, and the action taken by the school as a result of the complaint. Records relating to individual complaints will remain confidential except under certain circumstances including Secretary of State request and inspection.

You will receive a written response from the governing body within 10 school days.

### **Step 3 – John Taylor MAT**

If the parent/carer is not satisfied that their complaint has been considered properly and reasonably by the Local Governing Body then the matter can be raised with John Taylor Multi-Academy Trust. However it should be noted that John Taylor MAT will not, unless circumstances are truly exceptional, overturn a decision of the Local Governing Body. It is important to realise that this is not a general right for any parent who disagrees with the governors' decision.

### **Step 4 The Role of the Education Funding Authority.**

**Should the complainant still remain dissatisfied with the outcome of the complaint after Stage 3, the complainant is able to refer the matter to the Education Funding Authority, who will consider whether the school followed an appropriate procedure in dealing with the complaint.**

**Education & Skills Funding Agency  
Cheylesmore House  
5 Quinton Road  
Coventry CV1 2WT**

In your letter please explain:

- (a) what your complaint to the governors was;
- (b) what response they have made to it;
- (c) why you think that the governors have not followed a proper procedure in considering your complaint, and/or;
- (d) why you think that their consideration of it was unreasonable.

### **Notes:**

**1) This leaflet does not apply where the complaint may lead to disciplinary proceedings against a teacher or child protection procedures. These matters have separate procedures.**

**2) Whilst it is appreciated that matters may not come to light immediately, the Trust and its schools will be unable to effectively investigate and therefore resolve complaints relating to historical matters.**

**3) Complainants have a responsibility to act with civility and rationality before, during and after they raise a complaint. The Trust can invoke its Vexatious Complaints Policy in the event that a complainant falls short of these expectations.**

**Appendix A**

**Complaints and Compliments**

Please complete this form this form and return it to the school who will then forward it to the Chair of the Local Governing Body. Please continue on a separate sheet if necessary.

1. Name: .....

2. Address: .....  
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3. Telephone number(s) .....

4. Email address .....

5. Name of child .....

6. Details of the complaint/compliment (please include the date or period of time to which complaint/compliment relates and confirm whether you have already expressed your concerns informally, and to whom and when).

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7. Do you have a suggestion for change?

Please attach copies of any more information you have to back up your complaint such as letters or report.

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Signed: ..... Date: .....