



Complaints Procedure

Introduction

- The Academy aims to ensure that any complaint by a parent/carer is managed fairly, sympathetically, efficiently and at the appropriate level and that it is resolved as quickly as possible.
- The Academy would never wish for a parent/carer to feel, or be made to feel, that a complaint would not be taken seriously, or that in making a complaint, that this might have a negative effect on their child, or his/her opportunities at the Academy.
- The Academy will aim to resolve every complaint in a positive way and always in a transparent manner.
- The Academy expects that most complaints can be resolved informally but guarantees to treat all complaints seriously and confidentially, whether raised informally or formally.
- The Academy will make parents aware of the existence of this Complaints procedure, through publication on the Academy website. A hard copy can also be requested from the PA to the Principal by email at: info@bramptonmanor.org
- The Complaints Procedure for Brampton Manor Academy follows a three-stage process and is applicable only to parents/carers of students that attend our school.
- **The underlying principle is that concerns ought to be handled, if at all possible, without the need for formal procedures. Many concerns will be dealt with informally and parents/carers are encouraged to make contact with the member of staff concerned or the student's Form Tutor.**
- Parents/carers may also choose to speak to a Head of Department, Progress Leader, Assistant Principal or Vice Principal on an informal basis. The formal procedures set out below will need to be followed when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.
- Please note that some complaints about educational issues are dealt with in a slightly different way and are therefore outside of the scope of this complaints procedure.

Exceptions to these complaints procedures

Some complaints about educational issues are dealt with in a slightly different way. There are special arrangements in law if you want to appeal about the following:

- a. Admissions to school
- b. Exclusions from school
- c. School re-organisation proposals
- d. Statutory assessments of Special Educational Needs
- e. Matters likely to involve child protection investigations
- f. Religious education and collective worship
- g. Curriculum issues

At all stages of a complaint, we will behave professionally and treat you with the utmost courtesy. We also expect all complainants to behave in a similar manner. At Brampton Manor Academy, we firmly believe that well-founded complaints/concerns will help us to improve our practice and serve our stakeholders better.

We reserve the right not to consider complaints that:

- are not raised with the school (either formally or informally) within **5 working days** of the alleged incident occurring
- are malicious (that is, they are instituted without sufficient grounds and serving only to cause annoyance)

- use obscenities, racist or homophobic language
- contain personally offensive remarks about members of our staff
- are repeatedly submitted with only minor differences after we have fully addressed the complaint

Serial or persistent complainants will be dealt with in line with our policy for unreasonable complainants.

If you fail to attend any meeting scheduled to discuss your complaint, an alternative date will be fixed as soon as possible subject to the availability of school staff and/or governors/independent member. In the event that you fail to attend an already re-scheduled meeting, the matter will be closed. In exceptional circumstances, you may ask a representative to attend the meeting in your place, if you are unable to attend yourself. If at any stage during the handling of your complaints, you cease to be a parent/carer of a child at the school, your complaint will be dealt with as set out in the paragraph below.

If you are not a parent/guardian of a pupil at the school, your complaint will not be dealt with in line with the stages set out in this policy. Your complaint will be reviewed by the Principal [or Chair of Governors if the complaint is against the Principal] or any other member of staff designated by the Principal to deal with the complaint and a written response will be sent to you as soon as possible but within 20 working days of the receipt of the complaint. The written response from the school will be the school's final response to the complaint.

Informal Stage

All complaints will be acknowledged no later than two working days after the working day on which the complaint was received. The complainant(s) will be invited to attend a meeting (on an informal basis) with the member of staff concerned and/or another appropriate member of staff. This informal meeting will be held no later than **5 working days** after the working day on which the complaint was received, subject to the availability of the complainant(s) and other required witnesses or representatives.

The resolution of the complaint may be decided at the meeting and agreed verbally between the parties, in which case it will be confirmed in writing to the parents/carers by the member of staff who convened the meeting. Alternatively, the issue may be considered after the meeting and the Academy's position communicated to the parents/carers in writing as soon as possible after the meeting, but in any case no later than **5 working days** after the working day on which the informal stage meeting was held.

If parents/carers are not satisfied with the outcome of the informal stage meeting, then they may choose to proceed to the first stage as set out below. The academy will not be obliged to hear a first stage complaint unless and until the informal stage complaint process has been completed.

First Stage

If a complaint cannot be rectified informally, a written complaint (setting out the grounds of the complaint and the matters unresolved) must be sent to the school, addressed to the Clerk to the Governors. *This complaint must be sent within 5 working days of the complainant's receipt of the Academy's position with respect to the informal stage complaint; failure to do so will mean the academy is no longer required to investigate the complaint, and the complainant should address any further enquiries to the ESFA as set out in the Unresolved Complaints section of our policy.* A form for the use of parents/carers when making a complaint is annexed to this procedure. If the complaint form is not used, parents/carers should give the information indicated on this form in their written complaint, in order that their complaint is clearly understood and to prevent delay. The Clerk to the Governors will request Parents/carers to complete a complaint form if a complaint is received which cannot be dealt with due to lack of detail. Any complaints concerning the Principal should be sent to the Chair of Governors and will progress directly to the third stage below.

Any complaints addressed to a governor which are not about the Principal, will be forwarded to the Clerk to the Governors in order that the standard procedure may be followed.

All complaints will be acknowledged no later than **two working days** after the working day on which the complaint was received. The complainant(s) will be invited to attend a meeting with a Vice Principal, Assistant Principal or Progress Leader, which will be held no later than **5**

working days after the working day on which the complaint was received, subject to the availability of the complainant(s) and other required witnesses or representatives. The Principal may, however, choose to attend the meeting - i.e. immediately escalate the procedure to the second stage.

The attendees at this initial meeting will vary according to the circumstances of each complaint. A personal representative or translator (if required) may accompany the parents/carers and the student may attend. The member of staff against whom the complaint has been made may be accompanied by a colleague or a representative. The attendees at the meeting should be agreed by the parties before the meeting, if possible.

The resolution of the complaint may be decided at the meeting and agreed verbally between the parties, in which case it will be confirmed in writing to the parents/carers by the Principal or the Vice Principal, Assistant Principal or Head of Department or Progress Leader who convened the meeting. Alternatively, the issue may be considered after the meeting and the Academy's position communicated to the parents/carers in writing as soon as possible after the meeting, but in any case no later than **10 working days** after the working day on which the stage 1 meeting was held.

If parents/carers are not satisfied with the outcome of the first stage meeting, then they may choose to proceed to the second stage as set out below. The academy will not be obliged to hear a second stage complaint unless and until a first stage complaint process has been completed.

Second Stage

Parents/carers choosing to escalate a complaint further will be asked to reconfirm their complaint by writing to the Clerk to the Governors, explaining why they are not satisfied, indicating the matters that they consider unresolved and including additional information if they wish. *This reconfirmation must be sent within **5 working days** of the complainant's receipt of the Academy's position with respect to the first stage complaint; failure to do so will mean the academy is no longer required to investigate the complaint, and the complainant should address any further enquiries to the ESFA as per the Unresolved Complaints section below.*

A second stage meeting will be convened. The complainant(s) will be invited to attend a meeting with the Principal in order to discuss the details of the complaint further. The Principal may however delegate the chairmanship of this meeting to a member of the senior leadership team (Vice Principal or Assistant Principal), depending on the circumstances of each case. Parents/carers and members of staff may be represented in a similar manner to the first stage above. The second meeting will be held no later than **5 working days** after the working day on which the second stage complaint was received, subject to the availability of the complainant(s) and other required witnesses or representatives.

The resolution of the complaint may be decided at the meeting and agreed verbally between the parties, in which case it will be confirmed in writing to the parents/carers by the Principal or the Vice Principal. Alternatively, or if a resolution is not agreed at the meeting, an investigation of all matters relating to the complaint will be carried out and parents/carers will be informed in writing of the outcome and what action has been taken or is proposed as soon as possible after the meeting, but in any case no later than **10 working days** after the working day on which the stage 2 meeting was held.

If parents/carers are not satisfied with the outcome at this stage, then they may choose to proceed to the third stage below and this must be done within **5 working days** of the outcome of the second stage meeting. Failure to do so will mean the academy is no longer required to investigate the complaint, and the complainant should address any further enquiries to the ESFA as set out in the Unresolved Complaints section of this policy. The academy will not be obliged to hear a third stage complaint unless and until a second stage complaint process has been completed.

Third Stage

Parents/carers choosing to escalate a complaint further will be asked to reconfirm their complaint by writing to the Chair of Governors at the Brampton Manor Academy address explaining why they are not satisfied and indicating the matters that they consider unresolved. *Any such complaint must be received within **5 working days** of the complainant's receipt of the Stage 2 outcome; failure to do so will mean the academy is no longer required to*

investigate the complaint, and the complainant should address any further enquiries to the ESFA as per the Unresolved Complaints section below.

Letters should be addressed to:

Mrs Gurjit Shergill
Chair of Governors
c/o Brampton Manor Academy
Roman Road, East Ham, London, E6 3SQ

Or by email to: info@bramptonmanor.org (marked for the attention of Mrs. Gurjit Shergill)

The Chair of Governors will convene a panel consisting of himself/herself, another Governor and an independent person not connected with the management or running of Brampton Manor Academy. No one on this panel will have been directly involved in the matter that is the subject of the complaint.

This panel will hear the complaint no later than **15 working days** after the working day on which the third stage complaint was received, subject to the availability of the complainant(s) and other required witnesses or representatives. The panel will attempt to achieve reconciliation between the Academy and the parents/carers. A personal representative or translator (if required) may accompany the parents/carers at this hearing and the student may attend. Parents/carers may also introduce further written statements by parties involved in the complaint.

Attendance at this hearing by the Principal or other members of staff is at the discretion of the panel.

The Chair of Governors will either notify parents/carers of the panel's findings at the conclusion of the hearing or tell them what further action is planned. The parents/carers, the Principal and, where relevant, the person complained about will receive a written statement from the Chair of Governors outlining the decision of the panel no later than **10 working days** after the working day on which the hearing took place. This is the last Academy-based stage of the complaints procedure.

Unresolved complaints

If you want the Educational Skills and Funding Agency (ESFA) to consider whether your complaint has been dealt with properly by the academy, you must use the online [schools complaints form](#) and tick the box that says complaint. Please note that the ESFA will not normally consider complaints received more than 12 months after a decision or the academy's last action.

Important Notes:

In accordance with Part 7 of the [Education \(Independent School Standards\) Regulations 2014](#) (the regulations),

- the findings and recommendations of the panel will be available for inspection on the premises by the proprietor and the head teacher as set out in paragraph 33i (ii) of the regulations
- a written record will be kept of all complaints made in accordance with sub-paragraph (e) along with details of whether they were resolved following a formal procedure or progression to a panel hearing as set out in paragraph 33j (i) of the regulations
- the academy will record the action it takes as a result of complaints (regardless of whether of whether they are upheld) as set out in paragraph 33j (ii) of the regulations
- the academy will ensure that that correspondence, statements and records relating to individual complaints are to 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, as set out in paragraph 33j (ii) of the regulations

COMPLAINTS FORM

Please complete this form and return it to the school office. You will receive an acknowledgement of its receipt and information about the next stage in the procedure.

Your Name:	
Relationship with the school (e.g. parent of a pupil on roll):	
Pupils name (if relevant to your complaint):	
Your Address:	
Telephone number:	
Please give concise details of your complaint, [including dates, names of witnesses etc...], to allow the matter to be fully investigated. You may continue on separate paper and if so, attach to this form.	
What action, if any have you already taken to try and resolve the matter (i.e. who have you written to and/or written to and what was the outcome?)	
What actions do you feel might resolve the problem at this stage?	
Your signature:	Date:
FOR OFFICE USE ONLY	
Complaint received by: -----Date: ----- Acknowledgement sent: -----	
Complaint referred to: ----- Date: -----	

Please return this form by email to: info@bramptonmanor.org