



INSPIRE MULTI-ACADEMY TRUST

COMPLAINTS POLICY

Document Title	Complaints Policy
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Approval Authorisation

Authorised by	
Chair of Inspire Multi-Academy Trust	Signature:  Print: Gaynor Crute Date: 24-02-20

Revision	Date	Comments
3.0	March 2020	Addition of: one panel member needs to be independent of the management and running of the school.
		Addition of: stating that a parent to be accompanied at the panel hearing if they wish.
		Addition of: provides for the panel to make findings and recommendations and stipulates that a copy of those findings and recommendations is: <ul style="list-style-type: none"> • Provided to the complainant and, where relevant, the person complained about, and • Available for inspection on the school premises by the proprietor and the headteacher.
		Addition of: provides for a written record to be kept of all complaints that are made: <ul style="list-style-type: none"> • Whether they are resolved following formal procedure, or proceed to a panel hearing; and • Action taken by the school as a result of those complaints (regardless of whether they are upheld).
		Addition of: provides that correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or body conducting the inspection under section 109 of the 2008 Act requests access to them.
		Advice on what concerns are handled within this Policy and, for other concerns, signposting to the relevant policies (Appendix 1).
		Complaint Form (Appendix 2).
		Summary of Complaints Procedure (Appendix 3).

COMPLAINTS POLICY

The Trustees of Inspire Multi Academy Trust (InMAT) have approved and adopted this policy to allow parents/carers of pupils attending the academy schools in the Trust to raise a concern or complaint. We will also usually follow this procedure when dealing with complaints from others but reserve the right to substitute this procedure for an alternative process where it is appropriate to do so.

This procedure does not apply to concerns and complaints relating to the following, which are dealt with under separate policies:

- Exclusions and behaviour;
- Admissions;
- Complaints about statements of SEN/EHC Plans;
- Grievances or disciplinary issues relating to members of staff; or
- Issues related to safeguarding and child protection;
- Complaints about services provided by other providers who may use school premises or facilities.

Further information is contained within Appendix I.

The aims of the procedure are:

- to deal with any complaint against an academy or any individual connected with it by following the correct procedure;
- to deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.

All staff will be made aware of this complaints procedure and are expected to review this policy regularly in order that they are familiar with our process of dealing with complaints and can be of assistance when an issue is brought to their attention.

Part 1 of this policy outlines how parental or pupil complaints will be dealt with by the trust in accordance with the requirements of The Education (Independent School Standards) (England) Regulations 2014, as amended. Concerns or complaints from persons other than parents/carers or pupils should be dealt with in accordance with Part 2.

Understanding this Procedure

In order to investigate your complaint as fully as possible, we have implemented a staged approach. We anticipate that almost all complaints that arise will be resolved at Stage 1 or Stage 2.

We expect our members of staff to be addressed in a respectful manner and for communication to remain calm at all times. The procedure under Part 3 will only be used on very rare occasions to deal with unreasonably persistent complainants or unreasonable complainant behaviour.

To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event being complained of will not be considered.

An anonymous concern or complaint will not be investigated under this procedure unless there are exceptional circumstances.

If it becomes necessary to alter the time limits and deadlines set out within this procedure, you will be advised accordingly and given an explanation as to why this has been the case and provided with revised timescales. If other bodies are investigating aspects of the complaint, for example the police, local authority safeguarding teams or tribunals/courts, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

In this procedure:

- 'school days' excludes weekends and academy holidays;
- 'parent' means a parent, carer or anyone with legal responsibility for a child.

Stage I: Informal Concerns

- 1.1 Many enquiries and concerns can be dealt with satisfactorily by the class teacher or other members of staff without the need to resort to the formal procedure. We value informal meetings and discussions and encourage parents to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding.
- 1.2 It is always helpful if you can fully explain the nature of the concern and identify the outcome you are looking for. You may be invited to an informal meeting with the member of staff most appropriate for dealing with that concern. The member of staff dealing with the concern will make sure that you are clear on what action (if any) has been agreed. This may be put in writing if appropriate.
- 1.3 If the matter is brought to the attention of the Headteacher s/he may decide to deal with your concerns directly at this stage. If the concerns are about the Headteacher these should be referred directly to the Clerk of Trustees at the following address: InMAT, Unit 2 Swan Court, Harborough Road, Lamport, Northampton, NN6 9ER or via email kathryn.berrill@inmat.org.uk under Stage 2.
- 1.4 There is no suggested timescale for resolution at this stage given the importance of dialogue through informal discussion, although it would be expected that most issues will be resolved within 15 school days. Where no satisfactory solution has been found, you will be advised that if you wish your concerns to be considered further you should write to the Headteacher under Stage 2 within 15 school days.

Stage 2: Formal Written Complaints

- 2.1 If your concerns are not resolved under Stage 1 or you wish your concerns to be dealt with immediately as a formal complaint, you should put your complaint in writing and send this to the Headteacher of the relevant school, which in the vast majority of cases will be the academy school your child attends.
- 2.2 Your written complaint should include details which might assist the investigation, such as the nature of the complaint, details of how the matter has been dealt with so far, the names of potential witnesses, dates and times of events and copies of all relevant documents. It is very important that you include a clear statement of the actions that you would like the school to take to resolve your complaint. You may wish to use the Complaint Form provided in Appendix 2. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.
- 2.3 Your complaint will normally be acknowledged in writing within 5 school days of receipt. The acknowledgement will give a brief explanation of the Trust's complaints procedure and a target date for providing a response to the complaint. This will normally be within 15 school days of receipt.
- 2.4 The Headteacher (or someone appointed by them) will usually invite you to a meeting to clarify your complaints and to explore possible resolutions. If you accept that invitation, you may be accompanied by one other person, such as a friend, relative, advocate or interpreter, to assist you. Where possible, this meeting will take place within 10 school days of receipt of the written complaint.
- 2.5 If necessary, an independent investigator will be appointed. Witnesses will be interviewed and statements taken from those involved. If the complaint centres on a pupil, the pupil should also be interviewed. Pupil should normally be interviewed with their parent present, but if this would seriously delay the investigation of a serious or urgent complaint or if the pupil has specifically said that s/he would prefer that their parents were not involved, another member of staff with whom the pupil feels comfortable should be present. If a member of staff is complained against, they must have the opportunity to present their case.
- 2.6 Once all the relevant facts have been established as far as possible, you will be provided with a written response to the complaint, including a full explanation of the decision and the reasons for it. This will include what action the school will take to resolve the complaint (if any). You will be advised that if you are dissatisfied with the outcome of the complaint, you may request that your complaint be heard by the Complaints Committee.
- 2.7 If in the early stages of the investigation, the Headteacher considers that the complaint is best dealt with immediately at Stage 3, it will be passed to the Clerk of Trustees and you will be informed of this action without delay.

What if the complaint is about the Headteacher or the Headteacher has already considered your complaint at Stage 1?

If the complaint is about the Headteacher, or if the Headteacher has been closely

involved at Stage 1, your complaint should be sent to the Clerk of Trustees at Trust headquarters who will arrange for a Governor to carry out all of the Stage 2 procedures.

What if the complaint is about a member of the local governing body?

You should contact the Clerk of Trustees at the Trust headquarters who will arrange for another Governor to investigate the concerns in accordance with Stage 2.

If the complaint is about the local academy committee as a whole, you should send your complaint to the Clerk of the Trustees, InMAT, Unit 2 Swan Court, Harborough Road, Lamport, Northampton, NN6 9ER or via email kathryn.berrill@inmat.org.uk.

What if the complaint is about the Chief Executive Officer?

If the complaint is about the Chief Executive Officer of the Trust, or if they have been closely involved at Stage 1, your complaint should be sent to the Clerk of Trustees, InMAT, Unit 2 Swan Court, Harborough Road, Lamport, Northampton, NN6 9ER or via email kathryn.berrill@inmat.org.uk who will arrange for a Trustee to carry out all of the Stage 2 procedures.

What if the complaint is about a Trustee?

If the complaint is about a Trustee, you should contact the Clerk of Trustees, InMAT, Unit 2 Swan Court, Harborough Road, Lamport, Northampton, NN6 9ER or via email kathryn.berrill@inmat.org.uk

What if the complaint is about the Clerk of Trustees?

If the complaint is about the Clerk of Trustees, your complaint should be sent to the Chair of Trustees, InMAT, Unit 2 Swan Court, Harborough Road, Lamport, Northampton, NN6 9ER.

What if the complaint is about the Board of Trustees?

If your complaint is about the Board of Trustees as a whole, you should send your complaint to the Clerk of Trustees who will arrange for the matter to be independently investigated.

Stage 3: Referral to the Complaints Committee

- 3.1 If you are dissatisfied with the decision under Stage 2, you may request that a Complaints Committee be convened to consider your complaint. The committee will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with under Stage 1 of the procedure.
- 3.2 To request a hearing before the Complaints Committee, you should write to the Clerk to the Trustees at the trust headquarters InMAT, Unit 2 Swan Court, Harborough Road, Lamport, Northampton, NN6 9ER or via email kathryn.berrill@inmat.org.uk within 15 school days of receiving notice of the outcome of Stage 2. Requests received outside of this time frame will only be considered if exceptional circumstances apply. You should ensure that you provide copies of all relevant documents and state all the grounds for your complaint and the outcome that you are looking for.
- 3.3 Your written request will be acknowledged within 5 school days of receipt.
- 3.4 The Clerk will arrange for a Complaints Committee to be convened, made up of at least three members, including:
 - members of the local governing body and/or trustees of the academy trust with no prior involvement in the matter; and,
 - one person who is independent of the management and running of the Academy Trust
- 3.5 The Clerk shall appoint one of these members to be the Chair of the Committee.
- 3.6 Every effort will be made to enable the hearing to take place within 20 school days of the receipt of your request. As soon as reasonably practicable and in any event at least 5 school days before the hearing, you will be sent written notification of the date, time and place of the hearing, together with brief details of the committee members who will be present. Fair consideration will be given to any bona fide objection to a particular member of the committee. You will also be informed of the name of the person who will be presenting the case on behalf of the Trust (referred to in this policy as the Trust representative). This may be the person who is the subject of the complaint, the person who undertook the investigation at Stage 2 or another person with sufficient knowledge of the matter.
- 3.7 If, despite best efforts, it is not possible to find a mutually convenient date and time for a hearing within a reasonable timeframe, the Clerk may determine that the hearing proceeds on the basis of written submissions from both parties.
- 3.8 The notification will also inform you of your right to be accompanied to the meeting by a friend, relative, advocate or interpreter and explain how the meeting will be conducted. You should notify the Clerk in advance if you intend to bring anyone to the hearing.
- 3.9 A copy of the complaint and any other documents provided by you in support of your complaint or by the trust representative in defence of the complaint, will be

provided to the Complaints Committee as soon as practicable upon receipt. Copies of these documents shall also be provided to you or the trust representative (as applicable) at least 3 school days before the hearing. The Complaints Committee reserves the right not to consider any documentation presented by either party less than 3 school days prior to the hearing. The Complaints Committee is under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account. The committee will not normally accept recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

3.10 The hearing will be conducted in such a way as to ensure that each party has the opportunity to address the Complaints Committee. The procedure to be followed during the hearing will be set out to the parties by letter in advance of the hearing. The Clerk will ensure that sufficient notes are taken to record an accurate reflection of the points considered and any decisions taken or actions agreed. Electronic recordings of the hearing will not normally be permitted and, in any event, would require the consent of all those present.

3.11 Unless otherwise stated, the procedure for an appeal is as follows:

- the parent and Trust representative will enter the hearing together;
- the Chair of the Committee will introduce the committee members and outline the process;
- the parent will explain the complaint;
- the Trust representative and committee members will question the parent;
- the Trust representative will explain the academy's actions;
- the parent and the committee members will question the Trust representative;
- the parent will sum up their complaint;
- the Trust representative will sum up the Trust's actions;
- the Chair of the Committee will explain that both parties will hear from the committee within 5 school days;
- both parties will leave together while the committee decides;
- the Clerk will stay to assist the committee with its decision making.

The Clerk and or Complaints Committee reserves the right to modify the above procedure at their sole discretion, for example requiring the parent and the Trust representative to present their complaint/actions separately to the Committee in the absence of the other party.

3.12 After the hearing, the Complaints Committee will consider their decision and inform you and the Trust representative of their decision in writing within 5 school days. The letter will set out the decision of the committee together with the reasons underpinning that decision. The committee can (by a majority if necessary):

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the academy's systems or procedures to ensure that problems of a similar nature do not happen again.

Stage 4: Referral of complaint to the Education and Skills Funding Agency (ESFA)

If you are dissatisfied with the decision of the Complaints Committee, you are entitled to refer your complaint to the Education and Skills Funding Agency (ESFA). The ESFA cannot change a Trust's decision about a complaint but can investigate whether the complaint was handled properly and in accordance with education legislation and any statutory policies connected with the complaint.

At the time of writing this procedure, the ESFA procedure and the ESFA academy complaints form are available at: <https://www.gov.uk/complain-about-school>

Records of complaints

A written record will be kept of all complaints, including at what stage they were resolved and action taken by the Trust as a result of those complaints regardless of whether they were upheld.

Correspondence, statements and records relating to individual complaints will be kept confidential except where access is requested by the Secretary of State or where disclosure is required in the course of a school inspection or under other legal authority. The findings and recommendations of the panel will be made available for inspection by the Trust and the Headteacher.

Communication

Papers for the meetings and panel findings will be communicated by letter and sent out by special delivery to the address recorded by the school.

APPENDIX I

Matters excluded from scope of this Policy

Excluded matters	Signposted
Exclusions and Behaviour	The process for challenging exclusions and decisions is set out in the DfE's statutory guidance and information can be found at https://www.gov.uk/school-discipline-exclusions/exclusions
Admissions	The process of challenging admissions decisions is set out in our Admissions Policy in accordance with relevant statutory guidance.
Complaints about statements of SEN/EHC Plans	Concerns about statutory assessments of special educational needs should be raised directly with the Local Authority.
Grievances or disciplinary issues relating to members of staff	Complaints from staff will be dealt with under the school's internal grievance procedures.
Child Protection Matters	Complaints about child protection matters are handled under the school's child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the Local Authority Designated Officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).
Complaints about services provided by other providers who may use school premises or facilities.	Providers should have their own complaints procedure to deal with complaints about service. Please contact them directly.
Whistleblowing	<p>The Trust has an internal Whistleblowing Policy for all employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for whistleblowers in Education who do not want to raise matters directly with their employer.</p> <p>Referrals can be made at: www.education.gov.uk/contactus</p> <p>Volunteer staff who have concerns should complain through the school's complaints procedure. You may be able to complain directly to the Department for Education (see link above), depending on the substance of the complaint.</p>

APPENDIX 2

Stage 2 – Formal Complaint Form

Your personal details:

Your name:	
Your child's name:	
Your relationship to the child:	
Your address including postcode:	
Daytime telephone number:	
Evening telephone number:	
Email address:	

Details of your complaint:

I. Please provide full details of your complaint, including relevant dates and persons concerned where possible in the box below. If you have more than one complaint, please number these. Continue on a separate sheet if necessary.

2. What action, if any, have you already taken to try and resolve your application? (who did you speak to and what was their response)? Continue on a separate sheet if necessary.

3. What would you like as an outcome from your complaint(s)? Continue on a separate sheet if necessary.

4. Are you attaching any paperwork? If so, please provide details.

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Signed:	
Date:	

All functions of the Complaints procedure must adhere to the requirements of the Data Protection Act 2018 and the Freedom of Information Act 2000.

Thank you for completing the form and providing us with details of your complaint. Please return the completed form to either the school office or Trust head office (as appropriate depending upon the stage of the complaint) in a sealed envelope addressed to the Headteacher or Clerk to the Trustees (as appropriate).

Office use:

Date received:

Date acknowledgement sent:

APPENDIX 3

Summary of Complaints Procedure

Stage 1: Informal Concerns	Parent brings complaint to attention of member of staff
	Issue to be resolved within 15 school days
	Where no satisfactory solution has been found, parent to be advised that they should proceed to Stage 2.
Stage 2: Formal Written Complaint	Parent to put complaint in writing using the Complaint Form within 15 school days.
	Complaint to be acknowledged within 5 school days.
	(Optional) meeting with parents within 10 school days.
	Response to the complaint sent within 15 school days.
Stage 3: Referral to the Complaints Committee	Parent to request hearing with 15 school days of receiving notice of the outcome of Stage 2.
	Request to be acknowledged within 5 school days.
	Hearing to take place within 20 school days of receipt of request.
	Notification of date, time and place of the hearing and details of the committee members present sent at least 5 school days before the hearing.
	Trust representative and parents to submit evidence in support of their case to the Clerk at least 3 school days before the hearing.
	Complaints Committee decision sent not more than 5 school days after the hearing.