

# *Eaton Bray Academy*

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## **COMPLAINTS POLICY**

**V9.0**

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# *Eaton Bray Academy*

## **Complaints Policy**

<b>VERSION:</b>	V9.0
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<b>AUTHOR:</b>	Headteacher
<b>REVIEWED BY:</b>	Governing Body



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## AMENDMENT HISTORY

Issue	Author	Date	Description
V0.1(Draft)	SH	4/1/05	Initial draft
V1.0	SH	14/3/06	Issued without further update after review
V2.0	SH	22/01/08	Updated
V3.0	SH	08/10/09	Ofsted recommendations added then issued
V4.0	SH	14/02/12	Updated
V5.0	SH	01/09/12	Updated for new EYFS
V6.0	SH	18/11/2015	Issued without further update after review
V7.0	SH	17/09/2018	Updated in accordance with The Education (Independent School Standards) Regulations 2014 Part 7
V8.0	SH	21/11/2019	Issued without further update after review
V9.0	LAM	20/11/2020	Update with change of Head



## **Introduction**

It is the aim of Eaton Bray Academy to provide high quality education for all children in a happy and caring environment. However, the staff and governors at Eaton Bray recognise that occasionally parents and carers may have concerns or complaints about their child's education, or other aspects of school life. The following procedures have, therefore, been agreed by the staff and governing body to deal with such concerns. It is the aim of the School to deal with any concerns or complaints quickly and, as far as possible, satisfactorily.

**Mrs. L. Mercer**  
Headteacher



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## **COMPLAINTS AND CONCERNS**

This policy complies with requirements of The Education (Independent School Standards) Regulation 2014 Part 7.

### **STAGE 1**

In the event of a parent or carer having concerns about the day-to-day education of their child, these concerns should first be discussed with the child's class teacher or key person. Examples of this type of concern include daily reading books, difficult relationships between children in the class etc.

The class teacher/Early Years leader, having discussed the concern with the parents and agreed a course of action will monitor the situation, when necessary, and check with the parent or carer that the problem has been resolved.

### **STAGE 2**

Following on from Stage 1, the parent or class teacher may decide that a concern or complaint is sufficiently serious to need further follow up by the Headteacher.

Where appropriate, the complainant is invited to submit their complaint in writing and an appointment will be made for them to meet with the Headteacher within five working days.

The Headteacher will investigate the matter and gather information in consultation with the class teacher or other individuals concerned. A formal record will be made of these discussions.

On the conclusion of the investigation, the Headteacher will write to the complainant with the outcome of the investigation. However, if the outcome of the investigation results in the implementation of staff disciplinary procedures, such procedures will remain strictly confidential.

If the complainant is not satisfied with the manner in which the process has been followed, or if the complaint is about the Headteacher, then a full written complaint should be sent to the Chair of Governors at the Academy's address.



The Chair of Governors will write to the complainant to confirm receipt of the letter and will investigate the matter fully and reply to the complainant within a further five working days.

## **STAGE 3**

### **Having followed the procedures in Stage 1 and Stage 2,**

On receiving a formal request for the complaint to be taken to the next stage the Chair of Governors will arrange for the parent/carer to attend a hearing before a panel appointed by or on behalf of the Headteacher.

The Chair of Governors will write to the complainant **within five working days** to inform them of the date and time of the hearing and of the composition of the panel who will hear the complaint.

The panel should consist of at least three people who were not directly involved in the matters detailed in the complaint. One member of the panel should be independent of the management and running of the school.

The complainant may be accompanied at the panel if they wish.

The panel will investigate the matter and gather information. Any findings and recommendations made will be formally recorded. A written report will be provide to the complainant and where relevant, to the person complained about.

This record will be retained and made available for inspection by the Headteacher and Chair of Governors.

## **STAGE 4**

In extremely rare circumstances parents may refer ongoing concerns or complaints to Ofsted, who will then follow their own procedures.

### **Recording the Complaint**

A written record will be made of all complaints that are made in accordance with Stage 2 and above. This should specify whether the complaint has been resolved following a formal procedure or panel hearing, and detail any action taken by the school as a result of the complaint.



All correspondence, statements and records relating to individual complaints will be kept confidential except where the secretary of State or a body conducting an inspection under section Act requests access to them.

## **Conclusion**

Having agreed the Complaints Policy, the school governors will review the policy annually at the first meeting of the year. Copies will be available from the school office.

## **STATEMENT OF PROCEDURES FOR DEALING WITH ALLEGATIONS OF ABUSE AGAINST STAFF**

Where an allegation is made against any person working in or on behalf of the school that he or she has:

- a. Behaved in a way that has harmed a child or may have harmed a child
- b. Possibly committed a criminal offence against or related to a child or
- c. Has behaved towards a child or children in a way that indicates s/he is unsuitable to work with children

We will follow the procedures as advised by the Local Children Safeguarding Board (LCSB).

Detailed records will be made to include decisions, actions taken, and reasons for these. All records will be retained securely at the school. Whilst we acknowledge such allegations, (as all others), may be false, malicious or misplaced, we also acknowledge they may be founded. It is, therefore, essential that all allegations are investigated properly and in line with agreed procedures.

Initial action to be taken:

- The person who has received an allegation or witnessed an event will immediately inform the Headteacher and make a record.
- In the event that an allegation is made against the Headteacher the matter will be reported to the Chair of Governors who will proceed as the 'Headteacher'.



- The Headteacher will take steps, where necessary, to secure the immediate safety of children and any urgent medical needs.
- The member of staff will not be approached at this stage unless it is necessary to address the immediate safety of children.
- The Headteacher may need to clarify any information regarding the allegation, however no person will be interviewed at this stage.
- The Headteacher will consult with the Local Authority Designated Officer (LADO) in order to determine if it is appropriate for the allegation to be dealt with by school or if there needs to be a referral to Duty & Assessment and/or the police for investigation.
- Consideration will be given throughout to the support and information needs of pupils, parents and staff.
- The Headteacher will inform the Chair of Governors of any allegation.
- If consideration needs to be given to the individuals employment, advice will be sought from HR.

## **OFSTED CONTACT DETAILS**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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