

Complaints Policy & Procedure

This policy applies to **all complaints** by parents of pupils currently attending the Academy made against the Academy (except in relation to admissions, exclusions and child protection allegations which have their own processes) which have been raised with the Academy as a matter of concern but which have not been capable of informal resolution and which the complainant or the Academy consider should be dealt with on a formal basis.

The Academy expects that before seeking to use this formal policy the complainant:

- a) will have raised the matter with the pupil's Tutor, if the matter relates to a pupil;
- b) will have made reasonable attempts to seek an informal resolution.

The Chair of Governors shall have a discretion, which will be exercised reasonably, not to allow a complaint to be pursued where this precondition has not been met.

First stage of the Formal Procedure

1. The Complainant must put the complaint in writing using the Academy's complaints form. The complaint should be addressed to the Chair of Governing Body, Ebrahim Academy, 77 Greenfield Road, London E1 1EJ.
2. The Chair will acknowledge receipt of the complaint by letter.
3. An investigation of the complaint will be carried out by a Senior Management Team member who will report to the Headteacher.
4. The Headteacher will discuss the matter with the complainant. This may be during a meeting or on the telephone. Whenever reasonably possible such discussion will take place within 15 school days of the complaint being received.
5. The Head Teacher will then put his or her findings in writing and indicate what steps if any should be taken to resolve the matter. Whenever reasonably possible this will be done within 15 school days of the discussion with the complainant 4 above.

Where a complaint relates to the Headteacher, the Chair will appoint a Deputy or Assistant Headteacher to take over his role. Otherwise, the procedure for the First Stage will remain the same.

Second Stage of the Formal Procedure

1. If the complainant is not satisfied with the outcome of the first stage, she/he may request that the complaint be considered by the Chair of the Governing Body. Such a request should be in writing addressed to the Chair to the Governors.
2. The Chair will conduct a review of the matter to date.
3. The Chair will report his/her findings to the Headteacher and the Parent within 15 school days of receipt of the written request to use the Second Stage.

Third Stage of the Formal Procedure

1. If the complainant is not satisfied with the outcome of the first and second stage, the complainant may request that the complaint be considered by the Complaints Panel of the Governing Body which will comprise two members of the Board of Governors who have not previously been involved in the complaint, and one person independent of the management and running of the Academy.

2. A request to use the third stage must be in writing, addressed to the Chair to the Governors at the Academy, within 10 school days of the response being sent to the complainant and must set out briefly the reasons why the complainant is dissatisfied with the response.
3. The Chair will invite the Academy to put in writing its response to the complainant's reasons. The Academy will do this within 15 school days and at the end of that period (whether or not the Academy has responded) the Chair will convene a meeting of the Complaints Panel of the Governing Body. That meeting will be held as quickly as practicable given the need to find a date that is reasonably convenient for the complainant, the Academy and the members of the Panel. Whenever possible, the meeting will be held within 15 school days of the end of the Academy's response time. At any meeting, the complainant will be entitled to be accompanied.
4. The following are entitled to attend the Panel meeting, submit written representations and address the Panel:
 - (a) The parent/s and/or one representative;
 - (b) The Headteacher of the Academy and/or one representative; and
 - (c) Any other interested person whom the Complaints Panel considers to have a reasonable and just interest in the appeal and whose contribution would assist the Panel in their decision-making.
5. The Panel may make findings and recommendations and a copy of those findings and recommendations will be
 - (i) sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about
 - (ii) available for inspection on the Academy premises by the Academy Trust and the Head
 - (iii) The Panel will formulate its response as quickly as reasonably possible, aiming to do so within 10 school days, and the Chair to the Governors will notify all concerned.
6. A written record will be kept of all complaints, and of whether they are resolved at the first stage or proceed to a panel hearing
7. 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 162A of the Education Act 2002 requests access to them or where the Academy is otherwise required by law to disclose them.

In the last 12 months (since September 2015), the school has not received any formal complaints. The school will take action to improve the schools procedures and practices as a result of a complaint regardless of its outcome.

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This Policy has been approved and adopted by the Governing Body.