



The White Hills Park Trust
A Culture of Excellence

COMPLAINTS POLICY

Date: June 2016
Review date: June 2019

Concerns, complaints and requests for action

The White Hills Park Trust endeavours to provide the best education possible for all of its students in an open and transparent environment. The Trust welcomes any feedback received from parents, students and third parties, and it is recognised not all of this will be positive. Where concerns are raised the Trust intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

In order to do so, the Board of Directors of The White Hills Park Trust has approved the following procedure which explains what you should do if you have any concerns about any school within the Trust.

Which procedure do I need?

When concerns are more specific, there are alternative and more appropriate policies for dealing with them. The following list details specific topics of complaints, and the correct policy to refer to. You can access these policies on the school website or ask for a copy from the main school reception.

- Student Admissions – Please refer to the Trusts admissions policy.
- Student exclusions – Please refer to the Trust’s behaviour policy.
- Anonymous complaints – Please refer to the whistleblowing policy.
- Subject Access Request and Freedom of Information request – please refer to the relevant policy.
- Where the complaint concerns a third party using the school facilities – please direct your complaint to the third party, but provide a copy to the school for information.

Raising concerns

The majority of concerns can be dealt with without resorting to a formal procedure. Where you have a concern about any aspect of the school or your child’s education or wellbeing, raise this with the individuals listed below in the who should I approach section via the phone or in person. Ideally, they will be able to address your concerns on the spot or can arrange a meeting with you to discuss the issue.

All concerns will be dealt with confidentially, although the staff member may need to take notes if they feel that the matter may need to be taken further or it may arise again in the future. Any such notes will be kept in accordance with the principles of the Data Protection Act 1998. However, such notes would be able to be used as evidence if further investigation was required, or if the concern became a formal complaint.

The school receptionists will be able to advise you about whom to contact if you telephone or visit.

If you need more detailed assistance, the Trust’s complaints officer Mr M Powell will be happy to help. Mr Powell can be contacted on 0115 9078140.

Safeguarding

Wherever a complaint indicates that a child's wellbeing or safety is at risk, the Trust is under a duty to report this immediately to the local authority. Any action taken will be in accordance with the Trust's Child Protection policy available on the web-site.

Social Media

In order for complaints to be resolved as quickly and fairly as possible, The Trust requests the complainants do not discuss complaints publically via social media such as Facebook and twitter. Complaints will be dealt with confidentially for those involved, and we expect complainants to observe confidentiality also.

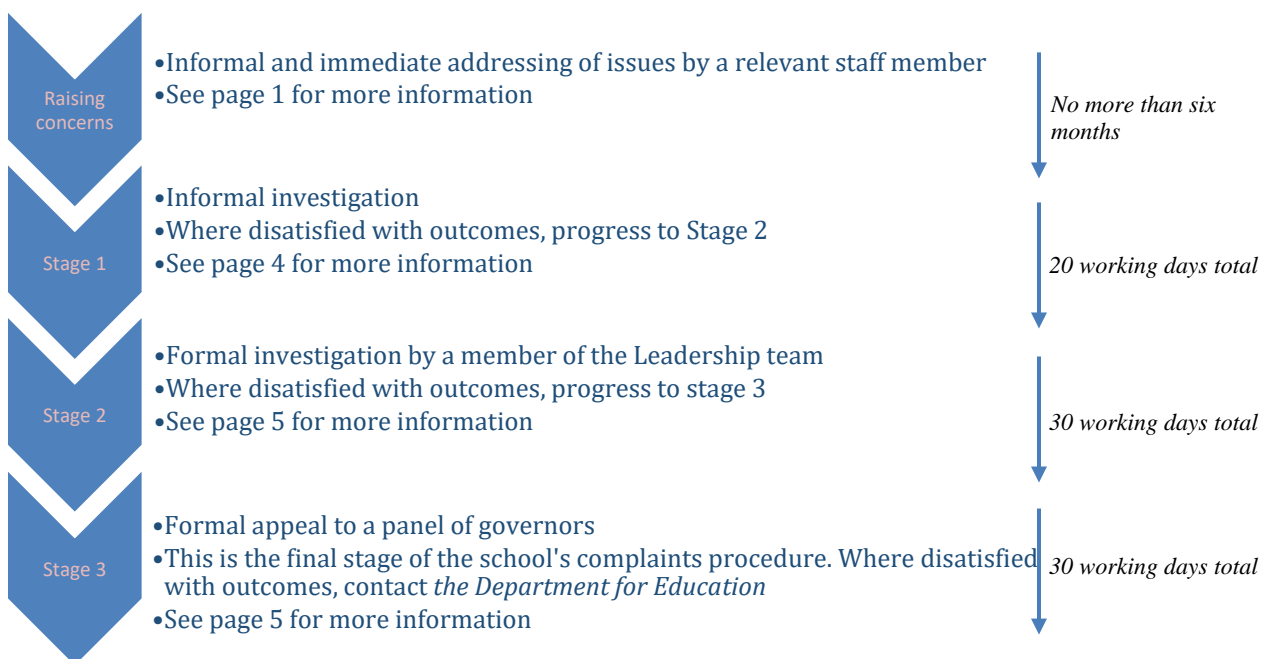
Complaints that result in staff capability or disciplinary

If at any formal stage of the complaint it is determined that staff disciplinary or capability proceedings are necessary in order to resolve the issue, the details of this action will remain confidential to the Executive Principal and/or the individual's line manager. The complainant is entitled to be informed that action is being taken and the eventual outcome of any such action, but they are not entitled to participate in the proceedings or receive any detail about them.

Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied and with this response and believe the issue has not been resolved, please use the following procedure as detailed below.

Timeline



Timeframes

The Trust will endeavour to abide by timeframes stated under each stage but acknowledges that, in some circumstances, this is not always possible due to the complexity of information needed to review a complaint or difficulties regarding the individual's availability to deal with the complaint. If it becomes apparent that it is not possible to complete any stage of the complaints procedure within a given timeframe, the individual responsible for handling the complaint will contact the complainant as soon as possible and come to an agreed timeframe that is acceptable for all parties involved.

The Trust reserves the right not to investigate complaints that have been made six months after the subject of the complaint took place, except in exceptional circumstances. Exceptional circumstances is where new evidence has come to light, where the complaint is of an especially serious matter or where there is reasonable justification for why the complainant has been unable to raise the complaint before this time. The Executive Principal will review the situation and decide whether or not to enact the complaints procedure, informing the Chair of Directors of the decision.

Who should I approach?

Academic issues (teaching and learning) should be raised with:

Operations Director	Mr J Macdonald at Bramcote College 6 th form Tel: 0115 9168900
Heads of School	Mrs N Caley at Alderman White School Tel: 0115 9170424
	Mrs H Gale at Bramcote College Tel: 0115 9168900

Pastoral issues (pupil welfare and behaviour) should be raised with:

Head of 6 th Form	Miss F Parker at Bramcote College 6 th form Tel: 0115 9168900
Assistant Headteachers	Mrs L Floate/Mrs A Holling at Alderman White School Tel: 0115 9170424
	Mr S Morton/Mrs J Read at Bramcote College Tel: 0115 9168900

Special Educational Needs should be raised with:

SENCO	Mrs J Shiels Tel: 0115 9170424
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For more general concerns or complaints from non-parents

Buildings, finance and parking	Mr M Powell Tel: 0115 9078140
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Complaints about the Executive Principal or the Directors

Where a complaint is made about the Executive Principal, the complainant should first directly approach the Executive Principal in an attempt to resolve the issue informally. If the complainant is not satisfied with this outcome they should notify the Clerk to the Directors on 0115 9078111. The Stage 2 process will then commence, but with the chair of Directors or nominated deputy as the individual responsible for the investigation rather than a member of staff.

Where a complaint regards a Director, the same process applies as for the Executive Principal. Where a complaint concerns the Chair of Directors, the individual should contact the Clerk to the Directors. Informal resolution will be sought, but where this fails, the complaints procedure at Stage 3 will take immediate effect. The Vice Chair or an independent investigator will mediate any proceedings.

Stages of the Complaint

Stage 1 – Informal investigation by a member of staff

Where as a result of raising a concern the complainant still feels that the issue has not been addressed, or where the outcome has been that the complaint needs further investigation than can be resolved briefly, they may progress by making an informal complaint. In doing so, the following steps will be followed:

1. Complainant contacts the relevant staff member.
2. The complainant must explain in writing
 - An overview of the complaint so far.
 - Who has been involved.
 - Why the complaint remains unresolved.
 - Action they would like to be taken to put things right.
3. The staff member will respond within 3 working days (excluding those which fall in the school holidays) of having received the written complaint. They will explain what initial actions they intend to take.
4. Where the complaint is about a member of staff or a Director, the staff member will arrange an informal meeting between the two parties to see if a resolution can be achieved.
5. The staff member will provide a written confirmation of the outcome of their investigation within 15 working days (excluding those which fall in the school holidays) of having sent confirmation of the intended action. Where the complainant is not satisfied with the outcome, they are able to progress to stage 2 of the complaints process, and launch a formal written complaint.

6. The staff member will make a record of the concern and the outcomes of the discussion which will be held centrally for twelve months, in line with the principles of the Data Protection Act 1998.

Stage 2 – formal investigation by a member of Senior Leadership Team (SLT)

1. The complainant may submit a formal written complaint to the Leadership Team.
2. The member of the SLT member will respond in writing within 10 working days (excluding those that fall in the school holidays) of the date of receipt of the complaint to acknowledge receipt of the complaint and explain what action will be taken, giving clear timeframes.
3. A log of all correspondence in relation to the complaint will be kept in accordance with the Data Protection Principles.
4. The SLT member will consider all relevant evidence; this may include but is not limited to:
 - A statement from the complainant.
 - Where relevant a statement from an individual who is the subject of the complaint.
 - Any previous correspondence regarding the complaint.
 - Any supporting documents in either case.
 - Interview with anyone related to the complaint.
5. The SLT member may decide to have a meeting with the complainant (and where relevant, the subject of the complaint) if they feel that it would be appropriate for the investigation.
6. After considering the available evidence, the SLT member can:
 - Uphold the complaint and direct that certain action be taken to resolve it.
 - Reject the complaint and provide the complainant with details of the stage three appeals process.
 - Uphold the complaint in part: in other words, the SLT member may find one aspect of the complaint to be valid, but not another aspect. They may direct for certain action to be taken to resolve the aspect that they find in favour of the complainant.
7. The SLT member must inform the complainant of their decision in writing within 20 working days (excluding those that fall in the school holidays) of having issued written acknowledgement of the receipt of the complaint. They must explain clearly why they have come to the decision that they made. They must detail any agreed actions as a result of the complaint. Finally, they must provide the complainant with details of how to progress the complaint to stage three if they are not satisfied, providing them with the contact details of the Clerk to the Directors.

Stage 3 – appeal – review by a panel of the Board of Directors.

If the complainant wishes to appeal a decision by the SLT member at stage 2 of the procedure, or they are not satisfied with the action that the SLT member took in relation to the complaint, the complainant is able to appeal this decision.

They must write to the clerk as soon as possible after receiving notice of the SLT member's decision, briefly outlining the content of the complaint and requesting that a complaints appeal panel is convened. The clerk will fulfil the role of organising the time and date of the appeal hearing, inviting all the attendees, collating all the relevant documentation and distributing this 5 days in advance of the meeting, recording the proceedings in the form of minutes, and circulating these and the outcome of the meeting.

The complainant must request an appeal panel within 4 weeks of receiving the SLT member's decision or it will not be considered, except in exceptional circumstances. On receipt of this written notification, the following steps will be followed:

1. The clerk will write to the complainant within five working days (not including the school holidays) to confirm receipt of the appeal request and detail further action to be taken.
2. The clerk will convene a panel of two Trust Directors and one independent member. All three panel members will have no prior knowledge of the content of the complaint.
3. The appeal hearing will take place within 20 working days (excluding those which fall in the school holidays) of receipt of the date of the confirmation letter from the clerk to the complainant, confirming the appeal.
4. In addition to the panel, the following parties will be invited, where applicable:
 - The complainant.
 - The SLT member who dealt with the complaint at Stage 2.
 - Where the complaint regards a member of staff, the staff member who is the subject of the complaint.

The complainant is also able to bring a companion with them to the hearing if they wish. Where the subject of the complaint is a member of staff, that staff member is also able to bring a companion with them.

The companion will be a friend or a colleague. Neither party is able to bring legal representation with them. If after the hearing any party feels that legal action is necessary, please see the contact details at the end of the procedure.

5. If the attendance of any students is required at the hearing, parental permission will be sought if they are under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing.
6. Where the complaint is about a Director, the complainant may request that the appeal is heard by an entirely independent panel. It is at the discretion of Academy Trust who will notify the clerk of their decision. Where an entirely independent

panel is required, timescales may be affected while the Trust source appropriate individuals for the review.

7. The panel can make the following decisions:
 - 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 school's systems or procedures to ensure that problems of a similar nature do not recur.

8. All parties who attended the meeting will be informed in writing of the outcome of the appeal within 5 working days (excluding those which fall in the school holidays).

This is the final stage at which the Trust will consider the complaint. If the complainant remains dissatisfied and wishes to take the complaint further, please see the contact details at the end of the document. The Trust will not consider the complaint beyond this.

Unreasonable complaints

Where a complainant raises an issue that has already been dealt with via the Trust's complaints procedure, and that procedure has been exhausted, the Trust will not reinvestigate the complaint except in exceptional circumstances, for example where new evidence has come to light.

If a complainant persists in raising the same issue, the Executive Principal will write to them explaining that the matter has been dealt with fully in line with the Trust complaints procedure, and therefore the case is now closed. The complainant will be informed of the contact details of the Education Funding Agency detailed below if they wish to take the matter further.

Unreasonable complaints include the following scenarios:

- The complainant refuses to co-operate with the Trust's relevant procedures.
- The complainant changes the basis of the complaint as the complaint progresses.
- The complainant seeks an unrealistic outcome.
- Excessive demands are made on the time of staff and Directors and it is clearly intended to aggravate.
- The complainant acts in a way that is abusive or offensive.

The Executive Principal will use their discretion to choose not to investigate these complaints. Where they decide to take this course of action, they must inform the Chair of Directors that they have done so, explaining the nature of the complaint and why they have chosen not to investigate. If the Chair deems it appropriate to, they can redirect the Executive Principal to investigate the complaint. The full complaints procedure will commence from stage one on this direction.

If the Chair upholds the Executive Principal's decision not to look into the complaint and the complainant deems this decision to be so unreasonable that no other rational body in the same position would have made that decision, then the complainant may write to the Education Funding Agency.

Contact details for external organisations if not satisfied with the outcomes of the complaints procedure in full.

- If you have any queries regarding any aspect of the complaints procedure, please direct these to Trust's complaints officer Mr M Powell.
- If the complainant feels that the Board of Directors acted 'unreasonably' in the handling of the complaint, they can complain to the Department for Education after the complaints procedure has been exhausted. Please note that unreasonable is used in a legal sense and means acting in a way that no reasonable Trust, school or authority would act in the same circumstances. <https://www.gov.uk/complain-about-school>
- [Ofsted will also consider complaints about schools.](#)

Finally, you may raise a complaint with the Education Funding Agency (EFA). The EFA can only look at complaints about academies that fall into the following three areas:

1. Where there is undue delay or the academy did not comply with its own complaints procedure when considering a complaint.
2. Where the academy is in breach of its funding agreement with the Secretary of State.
3. Where the academy has failed to comply with any other legal obligation.

Details of the EFA procedure for dealing with complaints about academies can be found at:

<http://www.education.gov.uk/aboutdfe/complaintsprocedure/b00212240/making-complaint-school>

Complaints to the EFA can be made via the schools complaints form at:

https://form.education.gov.uk/fillform.php?self=1&form_id=cCCNJ1xSfBE&type=form&ShowMsg=1&form_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1

Relevant legislation and guidance

The Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/contents>

The Data Protection Act 1998 <http://www.legislation.gov.uk/ukpga/1998/29/contents>

The Education (Independent School Standards) Regulations 2014

<http://www.legislation.gov.uk/uksi/2014/3283/contents/made>

Education Act 2002 <http://www.legislation.gov.uk/ukpga/2002/32/contents>

The Department for Education Best Practice advice for school complaints procedures

<https://www.gov.uk/government/publications/school-complaints-procedures>