

Bicester Technology Studio

Complaints Policy and Procedure

Introduction

Bicester Technology Studio (BTS) is serious about the quality of its service and will continuously review its standards. Opinions of stakeholders may be sought in a variety of ways throughout the academic year. One of the ways to accomplish this is to have open and clear channels of communication, and to take seriously concerns or complaints by any of the people affected by the school.

Aim

The school will seek to ensure that all concerns (informal complaints) or complaints are managed as quickly and effectively as possible and in a manner which respects confidentiality and is non-adversarial in approach.

The school will seek to determine an effective outcome of concerns or complaints with appropriate redress where necessary.

In line with the school's commitment to improving quality, where appropriate, the outcome of concerns or complaints will be used to inform further improvement in the school's operations and services

Definitions:

- A **concern (informal complaint)** is any query concerning the operation of the school which reflects adversely upon it
- A **continuing concern** is any query left unresolved or any query which is received more than once.
- A **persistent concern** is any query which is repeatedly brought to the attention of the school.
- A **complaint** requires the attention of the Senior Leadership Team of the school. Complaints are defined as matters relating to breaches of the Law, to non-compliance with DfE Regulations, any issue which would bring the reputation of the school into disrepute and any unresolved persistent concerns.

Stage 1: Concerns (Informal Complaints)

Concerns will be dealt with by the member of staff best placed to address the issue who will undertake an investigation of the situation. When concerns are received by telephone it is the role of the receptionist to route the call to the person most able to deal with it. In the event of any uncertainty or if the most suitable person is unavailable then the call will be directed to a member of the Senior Leadership Team.

A parent / guardian expressing a concern about a SEND student should be dealt with by the Tutor, or in cases where the concern cannot be resolved by the tutor, or by the Academy's SENDCO.

Any concerns expressed in writing will be passed to a member of the Senior Leadership Team who will direct them to the person most able to deal with them.

In every case an initial response will be provided within 24 hours and a final resolution of issues arrived at as soon as possible.

Resolutions may include an apology, explanation, admission that the situation could have been dealt with more effectively, an assurance that the situation will not recur or an undertaking that the school will review the procedure in light of the concern.

Stage 2: Complaints

All formal complaints must be received in writing, giving as much detail as is possible.

Acknowledgement of your complaint should be made to you within 3 working days. This will include details of what will happen next, the timescales involved and the person who will be dealing with the complaint; this will usually be the Principal. Written records will be kept of meetings and telephone conversations during the investigation.

The person who has been nominated to carry out the investigation will inform you of the outcome within 15 working days with a written response (this may be longer in exceptional cases). This will include a full explanation of the decision and the actions, where appropriate, that school Oxfordshire will take in relation to the complaint. You will be offered the opportunity to discuss the response to the investigation.

If it is not possible to resolve the complaint within 15 working days then a further written acknowledgment will be sent to you detailing the progress to date.

If your complaint leads to action being initiated under other procedures e.g. disciplinary or child protection, then the complaints procedure will be suspended until action under the other procedures (including appeals) have been concluded. You will

be notified that this is the case and informed of the delay in the resolution of your complaint. However you will not be entitled to know which other procedures have been initiated or the outcome of these.

BTS will treat all complaints with respect during and after the investigation. The details of your complaint will be kept confidential except in so far as they need to be shared with people who might contribute to their resolution. All complaints will be entered onto the Complaints Log which will be held by the PA to the Principal with the:

- Date complaint received
- Nature of complaint
- Person in charge of the investigation
- outcome of the investigation
- Date complaint response sent
- Closure of complaint.

All documentation with regard to the investigation will be held by the PA to the Principal. The documents generated by it could be scrutinised by another body or disclosed to the complainant under the Data Protection Act 1998,

Stage 3: Review by the Chair of the Board of Governors

If you feel that your complaint has not been investigated appropriately then you should notify, in writing, the Clerk to the Board of Governors at school Oxfordshire. This should be done within 10 working days of receiving your outcome letter.

The Clerk to the Governors will acknowledge receipt of your letter within 3 working days. The Chair of Governors will need to consider whether it is appropriate for him/herself to investigate the complaint or whether to convene a panel of 3 Governors who have not been involved previously.

The Clerk to the Governors will inform you of the process, the timescales involved and the person who is progressing your investigation. This will either be the Chair of Governors or the Chair of the Governor panel.

If the Chair of Governors investigates the complaint:

- They will review the documentation from the initial investigation
- Invite you to meet with them to discuss your complaint and allow you to present any further evidence with 10 working days of receiving the complaint letter.
- Inform you their findings with an explanation within 20 working days of receiving your complaint (in exceptional cases this may be longer).

In the event that a panel of Governors is convened to investigate the following procedure will be followed:

- The panel will meet within 20 working days of receiving your complaint. It will consist of 3 Governors who will be a cross-section of the Board of Governors but not the Principal or Chair of Governors. The panel will elect its own Chair.
- The Chair of Governors will write, at least 5 working days in advance, of the date, time and place of the panel meeting.
- You will be invited to the meeting and can be accompanied by a friend/advocate.
- The Principal or Chair of Governors will be asked to prepare a written response for the Panel in response to the complaint.
- You and other panel members will be sent all relevant documents in advance of the meeting by the Clerk to the Governors.
- You will be sent notification of the outcome of the panel meeting within 5 working days of the meeting.

The details of the meeting, minutes and records will be kept confidential except in so far as they need to be shared with people who might contribute to their resolution. The decision of the Chair of Governors or by the Governor's panel is final.

Stage 4: Appeal to the Department for Education

Finally, should the complainant still remain dissatisfied with the process of Stage Three they have a right to bring this to the attention of The Education Funding Agency under regulations set out in the Education (Independent School Standards) Regulations (2010). Details of this can be found on the following link. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/321851/Complain_about_an_academy.pdf

Or in writing to:

Ministerial and Public Communications Division
 Department for Education
 Piccadilly Gate
 Store Street
 Manchester
 M1 2WD

Records

Written records of all complaints, and actions taken, are to be kept by the Principal's PA. This includes all documentation including a record of the stage of resolution of the complaint. All records, correspondence and statements are to be kept confidential. A record of the number of complaints received under the formal procedure during each academic year will be available upon request in writing from the Principal's PA.

Roles and responsibilities

The clerk would be the contact point for the complainant and be required to:

- Set the date, time and venue of the hearing, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible

- Collate any written material and send it to the parties in advance of the hearing
- Meet and welcome the parties as they arrive at the hearing
- record the proceedings
- Notify all parties of the panel's decision in writing either by electronic mail or otherwise.

The Chair of the Board of Governors or the nominated Governor's role is to:

- Check that the correct procedure has been followed
- If a hearing is appropriate, notify the clerk to arrange the

panel The Role of the Chair of the panel is a key role,

ensuring that:

- The remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption
- The issues are addressed
- Key findings of fact are made
- Parents and others who may not be used to speaking at such a hearing are put at ease
- The hearing is conducted in an informal manner with each party treating the other with respect and courtesy
- The panel is open minded and acting independently
- No member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- Each side is given the opportunity to state their case and ask questions
- Written material is seen by all parties

Monitoring and Evaluation

The Board of Governors and Principal will monitor the operation and effectiveness of the school's Complaints Procedure.

Policy Written: 27th April 2016

Policy Agreed: 27th April 2016