

PARAGON CHRISTIAN ACADEMY

Complaints Procedure

The Aim:

We aim to make our school a happy, safe, and caring place, so that students can benefit from the best possible education. If you think we are not living up to your expectations of us, we want to know about it so that we can have the opportunity to put things right if necessary. This procedure will let you know who to speak or write to, and how your complaint will be handled. The school has a legal obligation to ensure that this procedure is written and used in accordance with the law.

The Informal Contact:

If you have a complaint, speak first to your child's supervisor. If you feel it appropriate, you may bypass the supervisor and contact the Head Teacher directly. If your complaint is about the Head Teacher, you should contact the Proprietor.

The Response:

The member of staff who receives your complaint will either:

1. Discuss the complaint with you immediately, or
2. Make a firm arrangement to discuss the complaint with you at a later date, or
3. Refer the complaint to a member of staff who is able to deal with it, and follow up to ensure that the referral has been successful.

Complaints will normally be resolved at this stage.

If appropriate, a plan to fix the problem will be initiated, along with an agreed review date. At this time you should check that your complaint has been fully addressed. You should also be informed about how to escalate your complaint if you find it necessary.

The Written Response:

If you are not satisfied with the response to your complaint, you should put your complaint in writing. See the 'escalation procedure' below to see who to complain to. Your written complaint should be acknowledged within 7 days. This acknowledgement should include a target date for providing a response to the complaint. This should normally be no later than 14 days after acknowledgement of the complaint. If the target date is impossible to meet, a letter should be sent explaining the reason for the delay, and giving a revised target day. Written complaints should have a written response.

Your complaint will then be formally investigated. You may be called upon to provide more details of the circumstances of the complaint if this is necessary. The written response you receive should include a full explanation of the decision and the reasons for it. Where appropriate, this should include any action the school will take to resolve the complaint. It should also indicate the escalation procedure, should you wish to take the complaint further.

The Escalation Procedure:

If no satisfactory solution has been found, or you are not happy that your complaint has been resolved, you should raise your complaint at the next level as shown in the diagram below:



Your complaint should be put in writing (either via email or by letter), outlining why the complaint was not resolved at the previous stage, and also your desired outcome.

The Appeal:

If, after having put your complaint to the Proprietor, you are not satisfied, you may appeal. Your appeal should be in writing to the Board of Trustees, also outlining why your complaint has not been resolved so far and your desired outcome. You should receive a written acknowledgement of your appeal within 7 days.

An appeal panel of 2 or 3 Trustees and a person independent of the management and running of the school will be assembled to hear your complaint. You may be accompanied if you wish. Panel members should have had no involvement with the complaint up to this stage. The aim of the appeal panel will be to achieve reconciliation between you and the school. They will review the complaint, if necessary interview those involved, and endeavour to find a solution.

The panel's findings and recommendations will be documented, and a copy will be sent to the complainant, the Head Teacher, the Proprietor, the Trustees, and the person who is being complained about.

Suggestions of Independent Persons:

Retired business person
Heads or Senior Staff of another school
Legal Person

The Records:

Details of all complaints, including those that were resolved at preliminary stage and those proceeded to a panel hearing should be recorded in the School Complaint's Book. This should include meetings, letters, and telephone conversations, together with resolutions, action plans, and review dates as appropriate.

All records relating to individual complaints will be kept confidential, except where the Secretary of State for Education or a body conducting a Government approved inspection may request access to them.

Number of Complaints Registered:

The number of complaints registered under the formal procedure during the academic school year 2015/16 was 0 (zero).

Further Action:

If you feel further action should be taken, you can then report your complaint to Ofsted at: **08456 014772 or enquiries@ofsted.gov.uk.**