

# Complaints Policy

This document outlines the responsibilities of schools when receiving complaints. For full detail please refer to the Complaints Policy on the Trust website.

## The difference between a concern and a complaint:

A **concern** may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.

A **complaint** may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.

Parents/carers may wish to complain if they believe:

- They have not been treated fairly or politely
- The academy has not done something it should have done
- The academy has done something badly

The Complaints Procedure can only be used by parents/carers.

## stage one.

### Type of complaint



Stage one complaints are usually enquiries and concerns expressed about the school or a school issue.

These may be in the form of a call, email or a face to face comment at the school gate.

### Handled by



These types of complaints can usually be dealt with satisfactorily by the **teacher** or **Head of Year** or other **members of staff**.

If the matter is brought to the attention of the Head/Principal they may decide to deal with it directly at this stage.

Concerns are about the Head/Principal should be referred to the Executive Headteacher or Director of Education.

### Approach



We value informal meetings and discussions and encourage parents to approach staff with concerns they may have, and aim to resolve all issues with open dialogue and mutual understanding.

Once received these must be logged onto the TSAT complaints register. Email a copy of the complaint to [m.goodwin@tsatrust.org.uk](mailto:m.goodwin@tsatrust.org.uk)

### Timescale



Complaints at this stage will generally be dealt with within **5-10 working days**.

## stage two.

### Type of complaint



Stage two complaints are ones that can not be handled in a ‘casual manner’.

This may be because of dissatisfaction with the above or they wish to discuss a more serious matter.

### Handled by



These types of complaints will be answered by the Head/Principal.

Concerns are about the Head/Principal should be referred to the Executive Headteacher or Director of Education.

### Approach



You may receive these complaints in many different ways.

Always instruct parents and carers to **submit a formal complaint, clearly stating “this is a formal complaint”** to the Head/Principal of the relevant academy.

Once received these must be logged onto the TSAT complaints register. Email a copy of the complaint to [m.goodwin@tsatrust.org.uk](mailto:m.goodwin@tsatrust.org.uk)

### Timescale



A written acknowledgement of the complaint should be received **within 3 working days** and a response within **20 working days**.

## stage three.

### Type of complaint



Stage three complaints occur when a parent or carer is dissatisfied with the response they have received during stage two.

### Handled by



The Head/Principal will refer the matter to the Executive Headteacher or Director of Education.

### Approach



In most cases parents / carers will respond directly to the stage two response if they are dissatisfied.

It is the responsibility of the Head/ Principal to refer the complaint to the third stage.

Once received these must be logged onto the TSAT complaints register. Email a copy of the complaint to [m.goodwin@tsatrust.org.uk](mailto:m.goodwin@tsatrust.org.uk)

### Timescale



A written acknowledgement of the complaint should be received **within 3 working days** and a response within **20 working days**.