

Westfield Academy - Complaints Procedure 2019/2020

It is the policy of the governors of Westfield Academy that the school's values are concerned with meeting the needs of all stakeholders. Whilst it is likely that, in general, students will be happy at Westfield, stakeholders should be able to voice a concern or complaint and know that it is considered seriously.

Principles

- We recognise that, as with all large organisations, we will receive complaints. Our duty is to deal with concerns swiftly and effectively at the appropriate level.
 - There is a difference between a concern and a complaint.
 - A complaint may result from a concern that is not resolved to a satisfactory level. It may sometimes be written in nature and/or involve an external agency.
 - Most concerns may be resolved by discussion.
 - Complaints should be dealt with swiftly and at the appropriate level.
 - A complaint is a concern that is not resolved, leaving the complainant dissatisfied.
 - A complaint requires a response from the school.
-

Roles and Responsibilities

The Governing Body will:

- Seek the advice of the SLT on this policy, keep it up to date and make it available to parents.
- Monitor the effectiveness of this policy.
- Where the complaint is against the Headteacher, the Chair of Governors will deal with the complaint.
- If the complainant is not satisfied with the decision of the Chair of Governors, then a formal complaint may be made to the Governing Body through the Clerk to the Governors. A Complaints Committee will meet to consider the complaint. The complainant may attend the meeting and be accompanied by a friend or other person to provide support. The complainant will be informed of the decision, the reasons for it and the actions to be taken by the school. The decision of the Complaints Committee is final.
- NB: Where the complainant is still dissatisfied, the Local Authority will offer further advice. Where a complaint is against the Governing Body, the complainant will be directed to the Local Authority for advice.

The Headteacher will:

- Be ultimately responsible for dealing with complaints in the first instance.
- Keep a log of all complaints.
- In certain cases, the Headteacher may delegate responsibility for dealing with a complaint to a member of the leadership team.

Related Documents

- Complaints Log (in most circumstances, access to this will be limited to the Headteacher and the Headteacher's PA)
- Whistleblowing Policy
- Disciplinary Procedure

Monitoring

- This policy is monitored through meetings between the Chair of Governors and the Headteacher.

Responsible

- The Headteacher (Simon Dallimore)

.....
Simon Dallimore
Head of Centre

.....
Abbie Taylor
Exams Manager

.....
Date

.....
Date

This policy is next due for review on **01/09/2020**