

MANCHESTER CREATIVE AND MEDIA ACADEMY

Name	Complaints Policy
Approved by	Governors – Pay and Personnel Committee
Policy Created	June 2014
Review	3 years
Update Approved	(DATE)
All policies are available to stakeholders either on the Academy website or upon request from the Academy's Main office.	

1. Rationale

- 1.1 The Academy is legally required to have written procedures for dealing with complaints about the curriculum, admissions, exclusions and special educational needs in relation to pupils and students.
- 1.2 In the case of staff, they are likewise required to have formal procedures for dealing with matters of discipline, grievance and professional competence. The scope of this procedure is to put in place arrangements for dealing with other general complaints, whether from individuals or groups.

2. Aims

- 2.1 To ensure that all complaints are handled with care and sensitivity.
- 2.2 To seek, as far as possible, to settle differences informally.
- 2.3 To ensure that all complaints are handled fairly and consistently within an appropriate time frame.
- 2.4 To ensure that undue delay does not exacerbate the situation.
- 2.5 To provide more formal arrangements for dealing fairly and effectively with complaints which have proved impossible to settle informally.
- 2.6 To respect people's desire for confidentiality.
- 2.7 To provide parents/carers, staff and governors with agreed mechanisms for dealing with complaints.

3. The Procedure

3.1 Stage 1: Informal

- 3.1.1** The vast majority of concerns and complaints can usually be resolved informally. In the first instance, all complaints should be made to the Principal of the Academy. They will ensure that an independent investigation is carried out. This may be delegated to another member of staff, where in the Principal's opinion, this would be more appropriate.
- 3.1.2** The staff member dealing with the concern must ensure that the parent/carer is clear what action (if any) or monitoring of the situation has been agreed, putting this in writing if this seems the best way of making things clear. Agreed actions and timescales must be recorded. It is expected that the Academy will acknowledge any informal complaints within two working days and work to respond to them, within ten working days, unless they are raised within a holiday period.
- 3.1.3** Any complaint against the Principal should normally be made to the Governing Body.
- 3.1.4** In most cases, it is anticipated that complaints will be resolved immediately but where this is not possible, and if not already done so, a written, formal complaint should be made to the Principal.

3.2 Stage 2: Formal

- 3.2.1** At this stage it has become clear that the concern is a definite complaint. The complaint should be put in writing and identified as "a formal complaint", outlining the "informal" procedure dates.
- 3.2.2** The Principal will reply to the complainant immediately, in writing, to acknowledge receipt of the complaint.
- 3.2.3** The Principal will either meet with the complainant usually within 10 working days after the receipt of the complaint, (unless the complaint is received in the holiday period), a letter will then be written to inform the complainant of the outcome of the investigation. Again, this will usually be written within 10 working days after the receipt of the complaint (unless this is received in the holiday period).
- 3.2.4** The Principal will keep written records of all meetings, telephone conversations and any other documentation which will be held securely on the Academy premises.

- 3.2.5** Where the matter has not been settled to the satisfaction of the complainant, he/she will be informed, at the meeting, of the opportunity to make representation to the Governing Body.
- 3.2.6** Where relevant, findings and recommendations may also be sent to the person complained about.

3.3 Stage 3: Review by the Governing Body

- 3.3.1** Formal complaints to the Governing Body should be addressed to the Chair of Governors.
- 3.3.2** The Chair of Governors will call a meeting of the Complaints Committee within fifteen (15) working days, ensuring that all members of the Committee have no prior knowledge of the matter. One member of the panel will be independent from the management and running of the Academy
- 3.3.3** The Committee will make sure that:
- All parties to the complaint are given a fair hearing.
 - Any written evidence is made available before the hearing to the respective parties.
 - None of the parties is, at any time, alone with any member of the Committee.
- 3.3.4** The decision of the Committee will be given to the complainant in writing and to the Headteacher/Principal within five (5) working days of the meeting taking place. The letter to the complainant should explain how a further appeal can be made, and if so, to whom.
- 3.3.5** The Academy should ensure that a copy of all correspondence and notes are kept on file in the Academy's records. These records should be kept separately from the pupil's/student's personal records.
- 3.3.6** The summary of the complaint should only be reported to the whole Governing Body when the matter has been concluded.
- 3.3.7** Governors taking up a complaint on behalf of an individual or group cannot take part in any formal hearing.
- 3.3.8** Individual complaints should not be raised at full meetings of the Governing Body but should be dealt with through this procedure.
- 3.3.9** The Complaints Committee should not seek to resolve complaints where it has no jurisdiction, e.g. allocation of pupils/students to

classes or teaching groups. This responsibility rests with the Headteacher/Principal.

3.4 Stage 4: Trust Board of Directors

3.4.1 Complaints can be made in writing to the Trust's Board of Directors.

3.4.2 These must be in writing and sent to the Chair of the Board of Directors.

3.4.3 The name and address of the Chair of the Board of Directors will be available from the relevant Academy's admin office.

Responsibility:

Responsible Staff:	
Policy Administrator:	
Approving Body	Pay and Personnel Committee
This policy is to be viewed in conjunction with other policies.	