

COMPLAINTS PROCEDURE

The Academy values its relationship with learners and parents and encourages those with concerns regarding their child's education or the service we provide to contact the Academy with the aim of resolving the issue or concern.

However, where a parent wishes to make a complaint it will be treated seriously and managed in a formal procedure.

- 1 The parent must submit their complaint in writing or by using the Academy Complaint Form. Anonymous complaints will not be dealt with.
The letter/form should contain as much detail as possible
- 2 The complaint will be acknowledged in writing within 5 school days stating which member of staff will be managing the complaint.
- 3 Within a further 20 school days an investigation of the complaint will be undertaken.
- 4 Within 5 school days of completing the investigation the parent will receive a copy of the report and the Principal's decision, or notification that the Principal will investigate further. If the Principal decides to undertake a further investigation the parent will be notified of this and be given a date by which it will be completed (normally a further 10/15 school days)
- 5 The parent will be invited to attend a meeting to discuss the report, if they wish, at a time convenient to them. There is no time limit to this.
- 6 Irrespective of whether the parent attends a meeting they have the right of appeal to the Board of Directors Complaints Committee if they are dissatisfied with the outcome of the complaint.
- 7 A Complaints Committee meeting will be held within 15 school days of the parent informing the school they wish to appeal.
- 8 The decision of the Complaints Committee will be sent to the parent, in writing the school day following the meeting.
The decision of the Complaints Committee is final.

Where the complaint refers to the Principal the chairman of the Board of Directors will investigate the complaint.