

## **Swale Academies Trust**

### **Summary of School Procedure for Dealing with Complaints - April 2016**

We encourage full involvement of the whole school community and we are open and informative about the school curriculum, behaviour policies and all aspects of school life.

Parents/carers can arrange to see their child's class teacher by sending in a note asking for an appointment or by making arrangements with the teacher directly.

The Headteacher/Deputy Head are also available to see parents/carers to discuss any matter relating to school policy by appointment.

#### **Stage 1 (Informal)**

Should a parent/carer wish to make a complaint they should firstly, express their concern to the class teacher and if not resolved, request an appointment with the Headteacher/Deputy Head to discuss concerns.

#### **Stage 2 (Formal)**

Complainant makes a written complaint to the Headteacher.

##### ***Timescale for response:***

5 working days to acknowledge receipt of letter

10 working days to investigate complaint (this stage may involve a meeting with the Complainant)

15 working days for the Headteacher to respond to the Complainant in writing

#### **Stage 3 (Formal)**

Complainant makes a formal written complaint to the Executive Headteacher via the school office.

##### ***Timescale for response:***

5 working days to acknowledge receipt of complaint.

10 working days to investigate complaint (this stage may involve a meeting with the Complainant)

15 working days for the Executive Headteacher to respond to the complainant in writing

The Executive Headteacher may convene a panel of trust directors/school governors to hear the complaint which will take place within 20 working days of receiving the complaint and the panel will respond in writing

#### **Stage 4 (Formal)**

Complainant refers to Secretary of State or to Ombudsman.