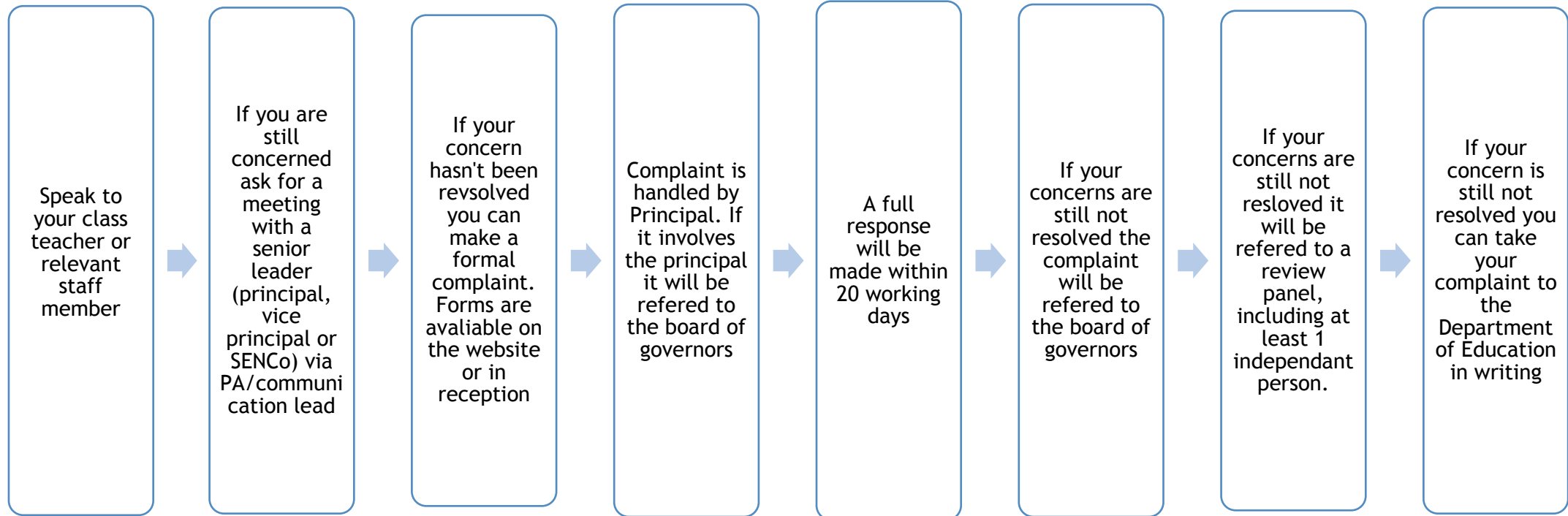




## COMPLAINTS POLICY FLOW CHART

If you have ideas to improve our school email [ideas@steineracademyexeter.org.uk](mailto:ideas@steineracademyexeter.org.uk), or attend our half termly coffee and questions.

If you have a concern and are considering a formal complaint;





## STEINER ACADEMY EXETER – COMPLAINTS FORM

Please complete this form online <https://www.tfaforms.com/4653847> or below and either send it to us via the Academy email [leadership@steineracademyexeter.org.uk](mailto:leadership@steineracademyexeter.org.uk) , put it in the post or bring it to the Academy and hand it in to the main reception.

### Section 1

Your name:	
Relationship with Academy [e.g. parent of a pupil on the Academy's roll]:	
Pupil's name [if relevant to your complaint]:	
Your Address:	
Telephone number:	
Email address:	

## Section 2

Please give concise details of your concern or complaint, [including dates, names of witnesses etc.], to allow the matter to be fully investigated<sup>1</sup>.

<sup>1</sup> You may continue on separate paper, or attach additional paperwork, if you wish.  
Number of Additional pages attached = [ ]

**Section 3**

What action, if any, have you already taken to try to resolve your concern or complaint?  
[i.e. who have you spoken with or written to and what was the outcome?]

## Section 4

What actions do you feel might resolve the problem at this stage?

Your signature:

Date:

<b>Academy use only</b>	
Date Form received:	
Received by:	
Date acknowledgement sent:	
Acknowledgement sent by:	
Complaint referred to:	
Date:	

1. This policy and procedure sets out how Steiner Academy Exeter will deal with general complaints (as outlined in regulation 7 of the Education (Independent School Standards) (England) Regulations 2003.)

1.1 The Academy recognises that there will be occasions when its actions do not meet the reasonable expectations of the public. From time to time, parents/ carers and others connected with the Academy will become aware of matters that cause them concern. This procedure is designed to enable proper consideration to be given to each complaint in a way that is as fair and impartial as possible. The procedure is devised with that intention that it will:

- Be simple to use and understand;
- Be non-adversarial;
- Provide confidentiality;
- Allow problems to be handled swiftly through the correct procedure;
- Address all points at issue;
- Inform future practice so that the problem is unlikely to recur.

1.2 The Board of Governors will review a summary of all complaints annually.

1.3 The Academy will aim to ensure that all stakeholders have equal access to the complaints procedure. We will make every effort to ensure that parents' / carers' needs regarding access will be accommodated e.g. by liaising with them regarding translation/ special arrangements.

## 2. How to complain

2.1 Many complaints can be sorted out informally by discussing the issue with a member of the Academy's staff. Parents/ carers should refer to the class teacher in the first instance. If the problem remains an appointment can be made to speak with the Principal. Usually this appointment will take place within three working days of the request. However, if after discussing any concerns with the Principal, the complainant remains dissatisfied they can make a formal complaint.

2.2 To make a formal complaint the complainant should write to the Academy stating their concerns as clearly as they can (using the Academy complaints form- attached) to enable it to address the issues raised as quickly as possible.

2.3 If the Academy is unclear on any point it will contact the complainant to seek clarification in order that it can give full consideration to all the points they wish to make.

## 3. Process of formal complaints

**3.1** Formal complaints will initially be handled by the Principal (unless the complaint is against the Principal in which case it will be referred to the Board of Governors).

**3.2** If the complainant is unhappy with the Principal's decision they can ask for it to be reviewed by the Board of Governors.

**3.3** If the complainant is still unhappy with the outcome the complaint can be reviewed by a Review Panel of at least 3 people, who have not been directly involved in the matters of the complaint. The Review Panel will be made up of Trust Board members and will include an independent person, unrelated to the Academy. Complainants may attend the Review Panel meeting and may be accompanied by another person when meeting with the Review Panel. The panel has the power to make findings and recommendations and a copy of the findings and recommendations will be sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about.

**3.4** If no satisfactory resolution has been reached after the Review Panel meeting, the complainant can take the matter to the Department for Education. This should be done in writing.

**3.5** Written records of all complaints will be kept by the Finance and Administration Manager. Although these records are confidential, they will be made available to all involved parties (and those conducting inspection under section 162A of the Education Act 2002; or the Secretary of State, should they ask for access to such records.) These records will indicate whether the matter was resolved at the preliminary stages or whether it went further. All records will be made available for inspection on the Academy premises.

#### **4. Time frames**

**4.1** The Academy will send an initial acknowledgement to the complainant within 2 working days and will aim to send a full response within 20 working days. However, in some circumstances, for instance where the issues are particularly complex, it may take longer and if the Academy thinks this is likely it will write to the complainant with a revised time-scale at the earliest opportunity.