

## **Complaints Procedure**

It is in everyone's interest that complaints are resolved at the earliest possible stage. All efforts will be made by Leicester Community Academy to handle concerns without the need for formal procedures. This procedure does not undermine the efforts to resolve the concern informally. It would be helpful if staff were able to resolve issues on the spot.

The formal procedures will need to be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further. The formal complaint will need to be made in writing.

### ***Informal Complaints***

Any parent, who wishes to discuss any concerns regarding the school, should do so in the first instance with the Head Teacher. If the matter can not be resolved please arrange a meeting with the Trustee (Mr A Dadipatel). If the matter cannot be resolved with the Trustee, then formal proceedings will take place and this should be forwarded in writing by the complainant.

### ***Formal Complaints***

Formal complaints should be given to the school in writing.

Formal complaints will be dealt with a panel of three members.

Formal complaints will be dealt with a panel of three members, The Head teachers (Mr I Tai & Ms S Pathan), Trustee (Mr A Dadipatel), Local Councillor (Mr M Dawood), Head of Land of Learning (Mr J Patel) and also one person on the panel who will be totally independent of the management and running of the school.

Parents are invited to sit with the panel members to resolve the complaint. Parents may also be accompanied by someone to sit with them in the meeting. The panel may make recommendations to all parties involved and a copy of the findings and recommendations will be given to Parents, Head Teachers and the Complainant

Written records will be kept in the complaints book and this will be kept confidential (except where the secretary of state or a body conducting an inspection (ofsted) under section 109 of the 2008 act request access to them), whether complaints are resolved at a preliminary stage or they proceed to the panel hearing. Parents will

Leicester Community Academy - (The charity Leicester Educational Trust runs the school Leicester Community Academy)

be notified of the outcome of the meeting in writing within two weeks. The school will try to resolve all complaints immediately. The timescale for the management of any complaints will be no more than 2 weeks. Action will be taken by the school as a result of those complaints (regardless of whether they are upheld).

## **Complaints Form**

Please complete and return to the Head Teacher who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.

(Who did you speak to and what was the response)?

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

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Reviewed: September 2016

Next Review: September 2017