

The Academy welcomes any feedback that we receive from parents, pupils and third parties, and accept that not all of this will be positive, but the Trust acknowledges a need to grow and support our communities. Where concerns are raised the academy intends for these to be dealt with fairly, openly, promptly, without prejudice and in confidence.

All concerns should progress through stages in order below. We recognise that there are occasions where it may be appropriate to skip Stage 1 of this procedure, which is at the discretion of the Principal or Chair of Local Academy Committee (Governor).

Stage 1 – Informal Investigation

Please contact the Academy usually the class teacher, who will arrange a meet to discuss your concerns; the academy will acknowledge concerns within 48 hours, the academy will investigate this matter and formulate a response in no more than 10 working days.* The person who receives notification of concern are responsible for ensuring that all details are recorded.

If the concern is regarding the class teacher, please contact the Principal. If the concern is regarding the Principal, the concern should be addressed to the Chair of Local Academy Committee.

Where dissatisfied with outcomes progress to stage two information will be provided on escalation to next stage and contact details.

Stage 2 - Formal Investigation

At this stage, we will ask you to put your complaint in writing addressed to Principal or designated investigation officer, where you believe the concern has not been addressed or you've got new evidence or information which needs to be considered. A formal investigation will be taken by the senior leadership team or a designated investigation officer, which will take no more than 15 working days.* Where outcomes are still dissatisfied this will then progress to the next stage.

Stage 3 - Formal Appeal

A formal appeal will be heard by a panel of the Local Academy committee (three members); this can take up to 20 working days.* Where the Local Academy Committee outcome is still dissatisfied with, then it will progress to stage next stage.

The next 2 stages are to ensure the concern raised has been dealt with appropriately by the academy, reviewing the process to ensure it has been thorough and fair.

Stage 4 – Trust Board Level Review

Within 10 working days*, a trust delegated officer will review the process; the review will not be a full re-investigation of the complainants' concern but to ensure the process has been adhered to.

Stage 5 – ESFA

If after all previous and the complaint remains dissatisfied with the handling of the complaints they can then refer it's to the Education and Skills Funding Agency (ESFA).

* Timelines may vary during periods of closure. These will be agreed and communicated at each stage.

** Exceptional circumstances will be considered when deciding whether to accept or progress a complaint.