



Wyvern Academy

A company limited by guarantee, registered in England and Wales. No 8123602

Complaints Policy

Review of Policy: Autumn 2023

Members of staff responsible: Head Teacher

Policy History: Ratified

Description of Policy Formation and Consultation Process

People involved: Head Teacher
F&R Committee

Signed by Chair of Trustees: _____

Date: 28.09.23

Date for Review: Autumn 2024

Wyvern Academy Complaints Procedure

General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event being complained of, will not be considered.

Raising a concern or complaint

1) Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage. In the case of serious concerns, it may be appropriate to address them directly to the Head Teacher (or to the Chair of the Trustee Board, if the complaint is about the Head Teacher). If you are uncertain about who to contact, please seek advice from the school office or the Clerk to the Trustee Board.

2) Formal Stage

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Head Teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Head Teacher, your complaint should be passed to the Chair of the Trustee Board. A complaint form is provided to assist you. You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the outcome you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed. Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Head Teacher, or to the Chair of the Trustee Board, as appropriate. The Head Teacher (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns. It is possible that your complaint will be resolved through a meeting with the Head Teacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 10 working days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale. Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the Trustee Board reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the Chair of the Trustee Board, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A review request form is provided for your convenience.

Review Process

Any review of the process followed by the school will be conducted by a panel of 3 members of the Trustee Board. This will usually take place within 10 working days of receipt of your request. The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

This policy/procedure is to be read in conjunction with all others that come under the Wyvern Safeguarding family of policies. These are: Child Protection, Behaviour (including anti-bullying), Staff Code of Conduct, SRE, Intimate Care, Medical, Whistle-Blowing, Health and Safety, E-Safety, Safer Recruitment, Complaints, Allegations Procedures, Attendance (pupils), Data Protection, Looked after Children, Lone Working, Manual Handling, Pool Safety Operating Procedures, Violence at Work.

Wyvern Academy: Meeting Request Form

I wish to meet to discuss the following matter:

Brief details of topic to be discussed:

Dates/times when it would be most convenient for a meeting:

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your address:

Telephone numbers

Daytime:

Evening:

e-mail

Signed Date
(Please complete this form and return it to the school office)

School use:

Date form received:

Date response sent:

Received by:

Response sent by:

Wyvern Academy Formal Complaint Form

Please complete this form and return it, via the school office, to the Head Teacher (or Clerk to the Trustee Board), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to your complaint):

Your address:

Telephone numbers

Daytime:

Evening:

e-mail address:

Please give concise details of your complaint, (including dates, names of witnesses etc.), to allow the matter to be fully investigated.:

You may continue on separate paper, or attach additional documents, if you wish.

Number of additional pages attached =

... **School Formal Complaint Form continued...**

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

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

Signed Date

School use:

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Wyvern Academy Complaint Review Request Form

Please complete this form and return it to Head Teacher (or Clerk to the Trustee Board), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Your address:

Telephone numbers

Daytime:

Evening:

e-mail address:

Dear Sir

I submitted a formal complaint to the school on and am dissatisfied by the procedure that has been followed.

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of additional pages attached =

Wyvern Academy Complaint Review Request Form continued..

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

Signed Date

School use:

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by: