



Complaints Policy

Policy Code:	HR6
Policy Start Date:	January 2022
Policy Review Date:	January 2025

Statement of intent

The Community Inclusive Trust aims to resolve all complaints at the earliest possible stage, and where possible, informally, and is dedicated to continuing to provide the highest quality of education possible throughout the procedure.

This policy has been created to deal with any complaint against a member of staff, an Academy or the Trust as a whole, relating to any aspects of the Trust or the provision of facilities or services.

The Trust will ensure the complaints procedure is:

Easily accessible and pu

Simple to understand and put into practice.

Impartial and fair to all parties involved.

Respectful of confidentiality duties.

Continuously under improvement, using information gathered during the procedure to

Fairly investigated, by an independent person when necessary.

Used to address all issues to provide appropriate and effective responses where necessary.

- 4.5. The Panel Chair, who is nominated in advance of the complaint meeting, should ensure that:

both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy

complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person

the remit of the committee is explained to the complainant

written material is seen by everyone in attendance, provided it does not

2018 or GDPR.

If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting

both the complainant and the school are given the opportunity to make their
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should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.

However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of

best interests.

the welfare of the child/young person is paramount.

The panel can:

Dismiss or uphold the complaint, in whole or in part.

Decide on appropriate action to be taken.

Recommend changes that the school/Trust can make to prevent reoccurrence of the problem.

5. Making a complaint

5.1. Complaints should be made using the appropriate channels of communication, including the use of the Complaints Procedure Form. All complaints shall be considered, whether they are made in person, by telephone, in writing, electronically via email, or via a providing they are not anonymous.

5.2. A complaint can progress to the next stage of the procedure even if it is not the complaints procedure.

5.3. The first point of contact when following the complaints procedure is as follows:

Complaints about a school or a member of school staff (except the headseo1 11.04 T

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	<p>direct with their employer. Referrals can be made at: www.education.gov.uk/contactus.</p> <p>Volunteer staff who have concerns about our school complaints or whistleblowing procedures. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.</p>
Staff grievances	Complaints from staff will be dealt with under the
Staff conduct	Complaints about staff will be dealt with under the

an apology.

11. Withdrawal of a complaint

- 11.1. If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

12. Complaints Informal complaints

- 12.1. It is to be hoped that most concerns can be expressed and resolved on an informal basis.
- 12.2. Concerns should be raised with the relevant individual as set out in section 5.3.
- 12.3. The Trust will decide an appropriate individual to manage each case at the informal stage, on a case by case basis. All cases will be managed by senior members of staff.
- 12.4. A member of the ELT should be informed of all complaints.
- 12.5. The complaint will be acknowledged either in writing or orally within 2 working days. This acknowledgement will confirm the name and contact details of the individual managing the case.
- 12.6. In some cases, it may be necessary for a meeting with the complainant to be arranged.
- 12.7. The complaint will be investigated accordingly which may involve gathering physical evidence or speaking to other staff.
- 12.8. Brief notes of any meetings or conversations should be kept securely on file.
- 12.9. At the conclusion of their investigation the person investigating the complaint will provide an informal written response within 10 working days of receipt of the complaint.
- 12.10. If it is not possible to meet these deadlines, then the complainant will be informed when they will receive a response.
- 12.11. If the issue remains unresolved, the next step is to make a formal complaint.

13. Stage 2 Formal complaints

- 13.1. If a complainant is not satisfied with the resolution provided at the informal stage they should provide a formal written complaint to the Director of HR HR@citacademies.co.uk with **FORMAL COMPLAINT** in the sm1MNT

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13.4. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

13.5.

- 13.17. The written response must be authorised by a member of the Executive Leadership Team before it is sent to the complainant.
- 13.18. If Stage 2 highlights any recommendations of changes in working practice the complainant must allow 60 working days for these recommendations to be embedded fully.
- 13.19. The Investigating Officer will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

14. Stage 3 Panel Meeting

- 14.1. If the complainant is dissatisfied with the outcome of the previous stage the

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jointly about the Chair and Vice Chair or
the entire Local School/Trust Board or
the majority of the Local School/Trust Board

the Stage 3 will be heard by a completely independent committee panel.

- 14.13. The Complaint Panel will consist of three members. None of the three members of the Complaint Panel will have been involved in the incidents or events which led to the complaint, or have been involved in dealing with the complaint in the previous stages, or have any detailed prior knowledge of the complaint.
- 14.14. One of the Complaint Panel members will be independent of the management and running of the Trust. This means that the independent Complaint Panel member will not be a Trustee/LSB member or an employee of the Trust.

14.24. The procedure recommended for the meeting is as follows:

The Chair of the Panel will welcome the complainant, introduce the panel members and explain the procedure.

The Chair of the Panel will invite the complainant, or person accompanying the complainant, to explain the complaint.

The Panel may question the complainant about the complaint and the reasons why it has been made.

The Investigating Officer will be invited by the Chair of the Panel to question the complainant about the complaint and why it has been made.

The Chair of the Panel will invite the Investigating Officer to make a statement in response to the complaint. At the discretion of the Chair of the Panel, the Investigating Officer may invite members of staff directly involved in the complaint to supplement their response.

The Panel may question the Investigating Officer and/or members of staff about the response to the complaint.

The Chair of the Panel will invite the complainant to question the Investigating Officer and/or members of staff about the response to the complaint.

Any party has the right to call witnesses, subject to the approval of the Panel.

The Panel, the Investigating Officer and the complainant have the right to question any such witnesses.

The Investigating Officer will be invited by the Chair of the Panel to make a final statement.

The complainant will be invited by the Chair of the Panel to make a final statement.

The Chair of the Panel will explain to the complainant and the Investigating Officer that the decision of the Panel will now be considered and a written decision will be sent to b6(.)1 0 1t (l)5pa(r)-3(e.)4(i)5(n)1es13(hy)(t)-4(t)-h(n)301036(t1

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- 19.8. If the behaviour continues, the Trust will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact the Trust causing a significant level of disruption, the Trust may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after six months.
- 19.9. A decision to stop responding will only be considered in circumstances where the following statements are true:
- Every reasonable concerns.
- and their options.

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- 21.4. The individual involved will be given the opportunity to formally express their views regarding the decision to bar them. This decision to bar will be reviewed by the chair of local school/Trust board or a committee of the Local School/Trust board, taking into account any discussions following the incident. If the decision is made to continue the bar, the individual will be contacted in writing, informing them of how long the bar will be in place, and when the decision will be reviewed.
- 21.5. Anyone wishing to make a complaint regarding a barring order can do so in writing, including email, clerk to the Local School/Trust board.

22.

23. Availability

- 23.1. A copy of this policy will be made available on request. It will also be published on the school and Trust websites, as recommended by the ESFA.

24. Monitoring and review

- 24.1. The complaints procedure will be reviewed every 3 years, taking into account any legislative changes and the latest guidance issued by the DfE.

25. Contacts

School	Email Address
Ambergate Sports College	enquiries@ganf-cit.co.uk

