Complaints Policy

Author/s	Randa Samir
Document Approval	Stewart J Cowden
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The Academy has, and follows, an appropriate policy on responding to complaints that is compliant with the relevant regulatory standards. This policy applies to the whole school. Any concern raised by a parent should be within a reasonable timeframe - within 14 days of the event. However, there is a recognition that a parent may, where relevant, refer back to something prior to this time to add context to a specific situation, development or concern. Any matter about which a parent of a student is unhappy and seeks action by the school is a complaint.

Introduction
The Academy has long prided itself on the quality of the teaching and pastoral care provided to its students. However, if parents do have a complaint, they can expect to be treated by the Academy in accordance with this Procedure.

Stage 1 – Informal Resolution

- At The English Academy, suggestions to improve the school are welcomed. The Academy values the relationships that exist with parents and there is the belief that if you are unhappy about anything that is going on in, or related to the school, you would feel able to come & talk to a member of staff about it.

- Many complaints arise from a misunderstanding, or from a lack of communication, so speaking to the Class Teacher/Tutor initially or the Head of Year/Year , is usually the best way of resolving these situations. Please feel free and encouraged to contact the school and a meeting will be arranged with you as soon as is practically possible. Sometimes a quick email to the appropriate member of staff and subsequent reply may well resolve the issue. If the Academy is not aware of a concern it cannot begin to address it.

- It is hoped that most complaints will be resolved quickly and informally. If parents have a complaint they should normally contact their son/daughter's Class Teacher (Kg - Year 6) or Form Tutor (Years 7 - 13). In most cases, the matter will be resolved straightaway by this means to the parents' satisfaction.

- If the Class Teacher/Form Tutor cannot resolve the matter alone, it may be necessary for them to consult the appropriate Head of Department; appropriate Head of Year / Year Leader. Complaints made directly to a Head of Department; Head of Year, a member of the Academy's Leadership Team; the School Principal will usually be referred to the relevant Class Teacher/Form Tutor in the first instance unless the Head of Department; Head of Year, member of the school's Leadership Team, the School Principal deem it appropriate for them to deal with the matter personally.

- Should the matter not be resolved within **5 working days**, or in the event that the Class Teacher/Form Tutor and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing (email or letter) to the School Principal making it clear that they are looking for formal resolution of a complaint.

- The School Principal will decide, after considering the complaint, the appropriate course of action to take. This may include directing the complaint to another member of the Leadership Team, depending upon the nature of the complaint. Parents will be informed who has been directed to deal with the complaint. In most cases, and where possible, the member of staff dealing with the complaint, whether the School Principal or member of the Leadership Team, will speak to the parents concerned, normally **within 10 working days** of receiving the complaint. If possible, a resolution will be reached at this stage.

- The School Principal, if not conducting the investigation, will be fully apprised of the ongoing situation. It may be necessary for the School Principal, if not the lead respondent, to carry out further investigations if the parents are not satisfied with the outcome.

- Once the School Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision or conclusion will be made and parents will be informed in writing, or by email, by the School Principal of this decision or conclusion. The School Principal will also give reasons for the decision or conclusion. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 – Panel Hearing

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they must write to the Head of Administration. The Head of Administration will acknowledge receipt of the complaint.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least 3 persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Academy Directors.

The Head of Administration, on behalf of the Panel, will schedule a hearing to take place as soon as practicable and **normally within 15 working days**. When appointing an independent panel member the school will take note of the DfE's guidance on the identity of a suitable person as stipulated below.

> *DfE guidance on the identity of an independent panel member:*
> *'Examples of persons likely to be suitable are serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background and retired members of the Police Force might be considered.'*

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties **not later than 7 days prior** to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Parents are not entitled to insist on legal representation at a hearing.

- If possible the Panel will resolve the parents' complaint immediately without the need for further investigation.

- Where further investigation is required, the Panel will decide how it should be carried out.
- After due consideration of all facts they consider relevant, the Panel will make findings and recommendations, which it shall **complete within 14 days of the hearing**.
- The Panel will write to or email the parents informing them of its findings and recommendations. The decision of the Panel will be final.
- The Panel's findings and, if any, recommendations will be sent in writing or by email to the Parents, the School Principal, the Directors and, where relevant, the person complained of.
- A written record of any recommendations and action taken by the school as a result of the complaint will be held by the Head of Administration and made available for inspection on the school premises by the Directors and School Principal.
- Exception: Any complaint about the delivery of the EYFS must be completed within 28 days

In keeping with BSO guidance, the procedure provides for a written record to be kept of all complaints, whether they are resolved at the formal stage or proceed to a panel hearing and action taken by the school, regardless of whether they are upheld; provides that correspondence, statements and records relating to individual complaints are to be kept confidential, except where local requirements permit access.

Parents are advised that they are also able to make a complaint to the Ministry of Private Education if they are unhappy with the findings of a Stage 3 Panel Hearing.

Number of Stage 2 complaints in the whole school in the last year (September 2022 - June 2026): 0
Number of complaints in the whole school to go to Stage 3 - Panel hearing - in the last year (September 2022 - June 2026): 0

TEA Vision

The vision of The English Academy is to be considered an outstanding school. This will be gauged through both the BSO accreditation standards and other generally accepted international education benchmarks.

Non-negotiables			
TL&A		**Pastoral**	
Silent Entry + Meet and Greet		Silent Entry + Meet and Greet	
Starter (present on board)		Tables/Chairs Near and Organised	
Learning Journey		Clear Class Rules - displayed in class	
Application of Knowledge		Consistent Clear Warning System	
Spaced Repetition		Consistent evidence of praise and reward	
Reflect		Seating Plan	
Plenary		Silent and Calm Exit	

TEA Mission Statement

The mission of The English Academy is to provide a learning experience that will encourage students to be successful learners, confident individuals and responsible citizens with a global perspective