



"REPECT YOUR ACHIEVEMENTS NOW"

COMPLAINTS POLICY



"REPECT YOUR ACHIEVEMENTS NOW"

COMPLAINTS POLICY

INTRODUCTION

All schools are required under the Section 29 Education Act 2002 to have a procedure for dealing with complaints relating to the school.

The R.Y.A.N Education Academy strives to provide a good education for all our young people. The Headteacher and staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parent(s), carer(s) or guardian(s). The * aims to be fair, open and honest when dealing with any complaint.

The purpose of this policy is to resolve complaints brought against the R.Y.A.N Education Academy. The procedure explains how to make a complaint and what to expect from the school in response. It also tells complainants what they can do if they are unable to settle the complaint with the school.

At the R.Y.A.N Education Academy we endeavour at our school to provide a good education for all young people through a friendly and safe environment; in which young people will be supported / encouraged to achieve their potential both academically, personal and socially. The Head Teacher / Head of Curriculum and Education Delivery, Teaching and other Staff will

work hard to build a positive relationship with all parent(s), carers, or guardians.' The school is aware that at times things can go wrong and therefore is obliged to have procedures in place in case they receive a complaint (s) by parent (s), carers, guardians as well as the public might need to complain if they have a problem with school or young person (s) who attends.

It is our ethos that all teachers, learning mentor (s) and other staff work extremely hard to ensure that each young person is content at school, and is making good progress. It is paramount that staff makes an effort to always ask the young person how they are feeling in order that any issue can be dealt with before it escalates in to something serious hence affects the young person's educational achievements.

This complaints policy covers all complaints about any provision of community facilities or services by R.Y.A.N Education Academy, other than complaints that are dealt with under other statutory procedures such as:

- Admissions to schools
- Statutory assessments of Special Educational Needs

Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with the Special Educational Needs Assessment Review (SENAR) team via

Birmingham Special Educational Needs & Disability Information, Advice and Support Service (SENDIASS) - Tel: 0121 303 5004 (8:45am to 5pm, Monday to Friday), Email sendiass@birmingham.gov.uk

The Children's Advice & Support Service (CASS)

Tel: 0121 303 1888 or via secure

email; CASS@birminghamchildrenstrust.co.uk.

Outside of normal office hours please call 0121 675 4806 for the Emergency Duty Team

The policy sets out the procedure that the school will follow in such cases.

HOW TO SHARE THE CONCERN

Informal Process

If a parent is concerned about anything to do with the education that we are providing at R.Y.A.N Education Academy, they are advised to first discuss the issue with the pupil's class teacher as he/she may be able to deal with the complaint at this stage i.e., informally and efficiently by discussion. This must be made known within **three** days of the complaint being made by the pupil.

ACTION TO BE TAKEN IF THE COMPLAINT CANNOT BE DEALT WITH THROUGH AN INFORMAL PROCESS

Formal Process

Stage 1

If for any reason the parent (s), carers or guardian feels that a situation has not been resolved through contact with the class teacher or that their concern is of a more serious nature, they can (a) refer the matter in writing and then arrange a meeting to speak with the Head Teacher / Head of Curriculum and Education; who takes complaints seriously with a view to resolving them at this stage.

The Head Teacher / Head of Curriculum and Education will expect witness statements from the teacher and other young people as appropriate to support the investigation process. The timescale to gather additional information is **fifteen** school days and if this cannot be achieved the parent (s), carer or guardian will be informed and the reasons given as to why.

Stage 2

If stage 1 of the formal process fails to resolve the complaint and or the parent (s), carers or guardian are not satisfied with the outcome, then a complaint can be made the Board of Governors. The complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent (s) or person should send this written complaint to the **Chair of Governors**.

The Chair of Governors must consider all written complaints within **three weeks** of receipt. The Chair will:

- (a) Arrange a meeting to discuss the complaint at a mutual convenient time giving three days notice.
- (b) Invite the parent (s), carers, guardian or person making the complaint to attend a meeting in order that s/he can explain the situation in more detail and why they are not pleased with the prior outcome.
- (c) The governors **will** listen to all the evidence, and consider their decision and inform the person in writing.
- (d) The Chair of Board of Governors have **fifteen** school days to investigate the complaint and if there is any delay this must be conveyed to giving reasons why to the person making the complaint

e.g., the issue might be complex and further investigation is required; a key person might be off sick or on holiday.

- (e) The governors will do all that they can at this stage of the process to resolve the complaint to the parent (s) or person's satisfaction.

Note: The Headteacher / Head of Curriculum and Education is the subject of the complaint; the complaint should go straight to the chair of governors and miss out **Stage 1**.

Stage 3

If the complaint is still not resolved to the parent (s) /carer(s) or guardian(s) satisfaction; a committee will be set-up to consider the complaint.

The Complaints Committee is made up of three members of the R.E.A. School's Governing Body. **One member of the committee will be independent of the Governing Body.** If need be, Governors may be brought in from other schools' governing bodies to ensure there is no bias.

The complainant invited to the meeting can bring someone to support them if they so desire. The Complaints Committee will consider any written documentation and also give the complainant making the complaint and the Headteacher / Head of Curriculum and Education, Chair of Board of Governors and staff an opportunity to state their case and to question others present as appropriate. The committee will ensure that all present are treated without bias. The meeting will be minuted by the clerk to governors and everyone present will be given a copy of the minutes.

The committee will give its decision, in writing, within **five** school days after the meeting, along with the reasons for their decision.

The Committee **must**:

- Make available for the panel to submit findings and recommendations and ensure that the complainant, Head Teacher/ Head of Curriculum and Education and where relevant; the person complained about are informed of any findings and recommendations.
- Ensure that written records are kept of **all** complaints and their outcomes, whether they were resolved at the informal stage, when presented in writing or whether the complaint proceeded to a panel hearing.
- Ensure all correspondence, statements and records of complaints are kept confidential but must be shown to Her Majesty's Inspector (HMI) /Independent School Inspectorate (*ISI - Cap House, 9-12 Long Lane, London, EC1A 9HA - 0207 600 0100*), when they come to inspect the school. Copies must also be made available to the Registration Authority if required. Note: **ISI is appointed by the Department for Education to inspect association independent schools in England.** (General enquiries email: info@isi.net)

If after the R.Y.A.N Education Academy has exhausted its school-based process and the complaint is still not resolved to the parent (s), carer(s) or guardian(s) satisfaction / not content with the outcome then they can write to:

**Independent Education and Boarding Team
Department for Education - Level 3
Bishopsgate House
Feethams
Darlington
DL1 5QE**

Telephone: 01325 340405

If the complaint concerns the curriculum delivered by the school, then they must contact the Head Teacher / Head of Curriculum and Education, **R.Y.A.N. Education Academy, c/o Concord Youth Centre, Claremont Road, Sparkbrook, Birmingham, B11 1LF**

The R.Y.A.N Education Academy will ensure that all complaints are recorded and kept in a central location. Any complaint concerning the young person will also be kept on their personal file which will be kept in a secure cabinet.

Note: It should be noted that schools do not need to consider complaints made more than one year after the incident/situation

If the person (s) making the complaint is not from the school (*e.g., a member of the public*) then this should be in writing to the Head Teacher / Head of Curriculum and Education.

MONITORING AND REVIEW

The Board of *Governors* will monitor the complaints procedure, in order to ensure that all complaints are dealt with properly. The Headteacher / Head of Curriculum and Education will record all complaints received by the school and document how these were resolved. It will be the duty of *Governors* to examine the system for complaints on an annual basis.

Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

This policy will be reviewed every two years, or before if necessary.

Relevant legislation and guidance

- The Equality Act 2010
<https://www.legislation.gov.uk/ukpga/2010/15/contents>
- *"The Equality Act 2010 is up to date with all changes known to be in force on or before 16 August 2024. They are changes that may be brought into force at a future date"*
- Best Practice advice for school complaints procedures
- <https://www.gov.uk/government/publications/school-complaints-procedures>
- Section 29 of the Education Act 2002
<http://legislation.gov.uk/ukpga/2002/contents>



"REPECT YOUR ACHIEVEMENTS NOW"

COMPLAINTS FORM

The purpose of this form is to enable you to inform the Head of Curriculum and Education, where a complaint has not been resolved at Stage 1 in the complaint's procedure. A copy of the complaints procedure is attached to this form and a copy of the full policy can be obtained from the school.

Name: _____

Address: _____

_____ Post Code: _____

Telephone No: (Home) _____

(Daytime) _____

Name of Child (ren): _____
(Relationship to them)

Date of Birth: _____

Nature of Complaint: _____

When did you discuss your concern / complaint with an appropriate member of staff?

What was the outcome of the discussion? or solutions offered

_____ (continue on a separate page if necessary)

Signed: _____ Date: _____

Return to:

R.Y.A.N. Education Academy
Headteacher / Head of Curriculum and Education - Private & Confidential
c/o Concord Youth Centre, Claremont Road, Sparkbrook, Birmingham, B11 1LF

Please note if the complaint is against the Head of Curriculum and Education send the form to the Chair of Board of Governors at the above address - marked private and confidential.

Official Use

Date Received: _____ Signed _____

Date Acknowledgement sent: _____

Complaint referred to: _____ Date: _____



"REPECT YOUR ACHIEVEMENTS NOW"

COMPLAINTS REVIEW REQUEST FORM

If you wish to request a review of the decision made in respect of your complaint, please complete this form and return it to the R.Y.A.N Education Academy.

Name: _____

Address: _____

_____ Post Code: _____

Telephone No: (Home) _____

(Daytime) _____

Name of Child (ren): _____

(Relationship to them)

Date of Birth: _____

When did you submit your formal complaint? _____

Why are you dissatisfied by the decision made in respect of your complaint?
(You may continue on a separate piece of paper or attach additional documents)

