



Complaints Policy

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Aim

Clarion Academy Trust wants all its students to be healthy, happy and safe, to achieve and to contribute and recognises that parents, guardians or carers play an important part in making this happen. Cooperation between parents, staff and Governors leads to a shared sense of purpose and a good atmosphere across the Academies.

Policy

A complaint is broadly defined as "dissatisfaction about any aspect of the Academy's work". However, the Academy and the complainant need to be clear about the difference between a "concern" and a "complaint". The underlying difference is that concerns ought to be handled, if at all possible, without the need for formal procedures.

Concerns and complaints may be communicated in writing, by telephone or in person and can be about any aspect of the Academy's work. They may be expressed by parents, guardians, carers, neighbours or anyone with an interest in the working of the Academy. Where possible the majority of concerns and complaints should be dealt with satisfactorily by Academy staff on an informal basis.

The Academy will maintain a Complaints Procedure detailing how complaints will be managed and the processes to be followed. This is in line with the Trust's policy.

Monitoring

This policy will be monitored by the Head Teacher/Head of School who will report back to the Governors on an annual basis, detailing the number of complaints registered under the formal procedure during the preceding school year. This in turn will be reported to the Trustees.

Review

This policy will be reviewed on a 3 yearly basis by the Trustees.