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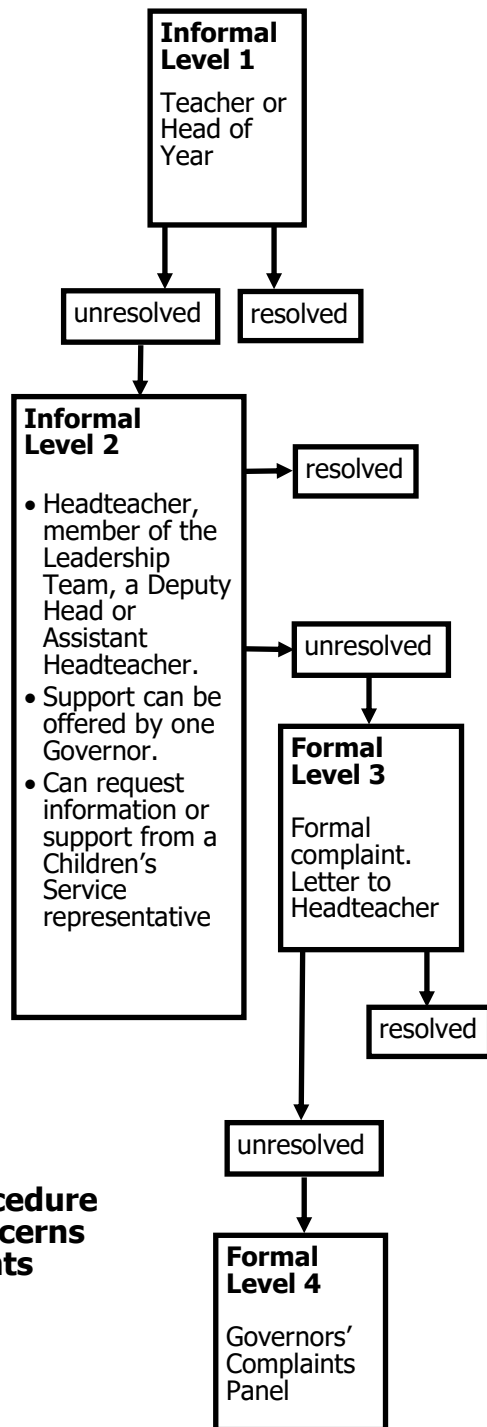
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You have a complaint
about one of our Academy?

This is what you should do

**This document details our
Academy's
Complaints Procedure**



Flowchart of procedure for handling concerns and complaints

The Complainant and Headteacher/Head of School will be invited to attend the Governor's Complaints Panel meeting to give a verbal statement in support of their documentation. Each of them can bring someone to support them if they wish.

At the meeting:

The Complainant and Headteacher (or his/her representative) should provide all the relevant information they wish and the Governors' Complaints Panel Members should clarify any points. After the Complainant and Headteacher (or his/her representative) have provided all the information they wish, the Chair will ask all parties to leave except the Panel Members and the Clerk.

After the meeting:

The Governors' Complaints Panel will write to all concerned with 10 school days to explain their decision and suggest a resolution to the problem, if appropriate. The decision of the Governors' Complaints Panel is final.

The decision of the Governors' Complaints Panel will not be investigated. If, however, the complainant feels that the school and Governors have not followed the school's complaints procedure correctly, he/she can contact a Children's Services Officer for assistance. In this case he/she should ring Customer Services on 0344 800 8020 who will arrange for an Officer to get back to him/her.

Level 1 - Informal

I have a complaint, what should I do first?

Parents/Carers should, in the first instance, make an appointment to speak to the Class Teacher or a Head of Year about the concern. The main priority is to resolve the matter quickly and calmly. It is likely that a problem will become more difficult to solve as more people become involved. It is best to involve just the people who may help to solve the problem.

Level 2 - Informal

I am still not satisfied with the result of the discussions, what should I do next?

Parents/Carers dissatisfied with the result of the discussions with the Class Teacher or Head of Year should ask for an appointment to meet with the Headteacher or a member of the Leadership Team, a Deputy Headteacher or Assistant Headteacher.

If a resolution to the issue is proving difficult to find, the Headteacher, a member of the Leadership Team, A Deputy Headteacher or Assistant Headteacher can speak to one member of the Governing body about the issue who may be willing to offer informal intervention.

They can only offer general advice and Governors cannot become directly involved in the process at this stage in case they have to play a formal role later. Parent Governor details are available from school.

If everyone involved is unable to resolve the issue, then it may be necessary to ask for information or support from a Children's Services Representative. The issue that is the focus of the complaint will determine the person contacted. The Headteacher, member of the Leadership Team, Deputy Headteacher or Assistant Headteacher should know who to contact or the Customer Service Centre will be able to offer information on 0344 800 8020 or email on: information@norfolk.gov.uk

It is hoped that most problems will have been resolved by now.

Level 3 - Formal Complaint Letter to Headteacher/Head of School

I still cannot resolve my concern. What should I do next?

An issue that has not been resolved through the Informal Levels 1 and 2 can become an Official Complaint.

Parents/Carers wishing to move to Level 3 must write a formal letter of complaint to the Headteacher. The letter will need to set out clearly the issues which have previously been discussed and why the Parent/Carer considers the issue to be unresolved.

Headteachers should consider the complaint and discuss a resolution with the Complainant. The Headteacher should offer a resolution to the Complainant in writing within 10 school days of receipt of the letter.

Concerns or complaints specifically about the Head Teacher.

The decision that the Headteacher has made as a result of the complaint does not become a complaint about the Headteacher. If the Complainant feels the complaint has not been resolved he/she should proceed to Level 4, a Governors' Complaints Panel.

If the concern or complaint is specifically about the Headteacher and is unable to be resolved at the informal stage, then it will be necessary for the Complainant to formally complain to the Chair of Governors. The school will provide the Chair of Governor's name and the Complainant should write to him or her at the school address, marking the envelope "urgent, private and confidential". The Chair of Governors should acknowledge the Complainant's letter in writing within 5 school days of receipt and contact a Governor Support Service Office for advice.

Level 4 - Formal Complaint requesting a Governor's Complaints Panel.

Time Scales:

Receipt of Complainant's letter	Acknowledgement within 5 school days
Receipt of Complainant's letter	Governors' Panel meeting within 15 school days (unless this goes into school holidays)
Written documentation sent to Governors' Panel Members, Complainant and Headteacher	5 school days before meeting
Governors' Panel Members decision communicated to all concerned	As soon as possible, but within 10 school days of meeting

Complainants wishing to move to Level 4 of the Formal Complaints Procedure will need to write a letter to the Chair of Governors to request that a Governors' Complaints Panel meets to hear the complaint. This formal complaint letter must be received with 10 school days of the last meeting with the Headteacher concerning the issue. The Complainant should write to the Chair of Governors at the Academy address marking the envelope "urgent and confidential". The letter will need to set out the complaint that has previously been formally discussed with the Headteacher and show why the matter is not resolved.

Before the meeting:

The Chair of Governors should appoint a Clerk to the Governors' Complaints Panel, acknowledge the Complainant's letter in writing within 5 school days of receipt and arrange for a panel of Governors to meet within 15 school days of receipt. It must be recognised that if the letter is received with 14 school days to the end of term it may not be possible to organise the Governors' Panel Meeting. In this case the matter should be dealt with within 10 school days of the Academy reopening.

The Headteacher should be given a copy of the Complainant's letter and written documentation should be requested from the school. The Clerk should send both the Complainant's letter and the school documentation to the Governors' Complaints Panel Members, Complainant and Headteacher (and anyone else involved in the meeting) at least 5 school days before the date of the meeting.

Clarion Academy Trust wants our pupils to be healthy, happy, safe and to achieve. We recognise that Parents 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 in the school.

What is this booklet for?

Things do not always happen as expected. A disagreement may arise with the way a child is being educated or supervised whilst at the Academy. This booklet explains how concerns can be resolved as quickly and effectively as possible. It can also help if a formal complaint is made about an unresolved issue.

I have a complaint about an Academy

Who can complain?

Anyone with parental responsibility for a pupil at the Academy can complain if they are not satisfied with the service they receive.

From time to time other people may have a complaint about the Academy. In this case, it is best to contact the Headteacher first, as he/she will almost always be able to deal with the problem. However, everyone is entitled to have their complaint heard.