



# TEESSIDE LEARNING TRUST

Aiming high... Daring to be great

## Student-Friendly Complaints Policy

Teesside Learning Trust Policy

<b>Ratification by</b>	Board of Trustees
<b>Ratification date</b>	May 2018
<b>Review frequency</b>	Yearly (once every 12 months)
<b>Next review date</b>	April/May 2019
<b>Next ratification date</b>	May 2019
<b>Responsibility of</b>	Safeguarding Lead



## Something has happened at school, and you want to complain – what can you do?

All schools want their students to do well and be happy. We recognise, however, that there are times when things go wrong, when concerns continue and disagreements can arise. These can usually be resolved by speaking to the right person and most concerns can be sorted out without too much trouble.

If you are unhappy about something at the Academy take time to consider what you think has happened. Remember there is often more than one view about an incident or situation. Think about what you hope will happen as a result of your complaint and how to take it forward. It might help to talk this through with a friend or relative.

When you approach the Academy to air a concern, remember that although you want to change a situation, you want it to end on a positive note with no bad feelings. In order to do this you should try to follow the procedures carefully and not put yourself or anyone else into a corner. The vast majority of concerns are resolved by talking to someone at the Academy, but if you are still unhappy, we have a procedure for dealing with complaints and you can ask for a copy.

The majority of issues raised by parents or students, are concerns rather than complaints. We take these concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the Academy's formal complaints procedure. For the Academy to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of Trust's policy is to resolve the complaint as fairly and speedily as possible.

### Stage 1 – Raising a concern with the Form Tutor, Teacher or Pastoral Leader

Concerns can be raised with the Academy at any time and will often generate an immediate response, which will resolve the concern. Sometimes, the concern raised may require investigation, or discussion with others, in which case you will receive a response within three Academy working days. Most concerns are resolved in this way.

If you are not happy with the response at Stage 1 you will need to complete the attached complaints form and send it to PA to the Principal in secondary academies /Office Manager in primary academies within 10 working days. The complaint then goes through the following stages until you and you parent are satisfied with the result. After each stage, if you are not happy with the outcome then you/your parent or carer must write to the Academy saying why you are not satisfied and what you would like the Academy to do

### Stage 2 – Complaint heard by a middle or senior manager

### Stage 3 – Complaint heard by the Principal/Head Teacher

### Stage 4 – Complaint heard by the Governing Body's Complaints Appeal Panel

Please remember that the Academy takes all concerns and complaints very seriously and will take firm action against any false complaint that is untrue or aimed at causing upset and harm to the Academy.

**Are there any exceptions to these complaints procedures?**

Some complaints are dealt with in a slightly different way. There are special arrangements in law if you want to appeal about:

- admissions to school
- exclusions from school
- special education provision
- school reorganisation proposals
- religious education and collective worship
- curriculum issues

Please speak to your Head of School/Head Teacher if you want more information about these.

Please visit the relevant Academy's website policy section and download our current Complaints Policy to find the most up to date complaints form at the end of the document.