

# **JOHN TAYLOR MULTI ACADEMY TRUST**



## **Compliments, Comments and Complaints Policy for Parents**

Implementation date: September 2016

Review date: September 2018

This policy covers compliments, complaints and concerns of a general nature raised by parents.

At John Taylor MAT we are committed to providing a high quality service for all students.

We would like to hear from parents if :

- they are happy with the service we provide and would like to compliment the staff and students;
- they have any suggestions about how the school can improve the quality of its provision;
- they have a complaint or concern. All complaints will be taken seriously and given full and proper consideration. Where things go wrong, we aim to resolve concerns wherever possible without the need for a formal written complaint.

### **Expressing approval**

When things go well, it is helpful if parents express their approval. Maintenance of high levels of staff commitment, morale and motivation are important in ensuring the provision of the best possible education for all students. Parents can express their approval through a telephone call, email, in writing or by speaking personally to staff concerned or the Headteacher.

### **Raising a concern**

In the first instance parents should raise their concern with the relevant Learning Tutor, Curriculum Leader or Head of House. It is anticipated that at this stage the concern would be initiated verbally. If the Headteacher is contacted at this stage it is likely that the concern will be passed to an appropriate member of staff for them to respond because they have a particular responsibility or are familiar with the circumstances of the concern. Most concerns will be successfully resolved at this stage. Depending on the nature of the concern the member of staff spoken to may refer it to an Assistant Headteacher or Deputy Headteacher, who will initiate appropriate action. In all cases it would be anticipated that the member of staff would inform their line manager of the concern and the outcome.

### **Making a formal complaint**

#### **Step 1 - the Headteacher/Principal**

If the parent/carer is not satisfied that their concern has been resolved informally then they should inform the Headteacher either by telephone, by email or in writing that they wish to make a formal complaint. The Headteacher will then take appropriate action and respond within 10 school days.

#### **Step 2 – the Local Governing Body**

In the unlikely event that the Headteacher cannot resolve the issue to the satisfaction of the parent then a formal complaint can be made, in writing, to the Local Governing Body. This can be done by writing to the Chair of Governors at the school address. There is a form which parents can choose to fill in for this purpose.

You will receive a written response from the governing body within 10 school days.

#### **Step 3 – the John Taylor MAT**

If the parent/carer is not satisfied that their complaint has been considered properly and reasonably by the Local Governing Body then the matter can be raised with John Taylor Multi-Academy Trust. However it should be noted that John Taylor MAT cannot overturn a decision of the Local Governing Body, and its role is therefore advisory. It is important

to realise that this is not a general right for any parent who disagrees with the governors' decision.

#### **Step 4 - the Secretary of State**

If you think that John Taylor MAT have failed to consider your complaint properly and reasonably, you can raise the matter with the Secretary of State. **However, it is important to understand that this is not a general right of appeal for any parent who disagrees with the governors' decision.** If the Local Governing Body and John Taylor MAT have followed proper procedure and considered the complaint reasonably, the Secretary of State cannot reverse their decision.

If you wish to raise the matter with the Secretary of State please write to:

The Secretary of State  
Department of Education and Skills  
Sanctuary Buildings  
Great Smith Street  
London SW1 3BT

In your letter please explain:

- (a) what your complaint to the governors was;
- (b) what response they have made to it;
- (c) why you think that the governors have not followed a proper procedure in considering your complaint, and/or;
- (d) why you think that their consideration of it was unreasonable.

**Note: This leaflet does not apply where the complaint may lead to disciplinary proceedings against a teacher or child protections procedures. These matters have separate procedures.**

## Appendix 1

### Complaints and Compliments

Please complete this form and return it to the school who will then forward it to the Chair of the Local Governing Body. Please continue on a separate sheet if necessary.

1. Name: .....

2. Address: .....

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3. Telephone number(s) .....

4. Name of child .....

5. Details of the complaint/compliment (please include the date or period of time to which complaint/compliment relates and confirm whether you have already expressed your concerns informally, and to whom and when).

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6. Do you have a suggestion for change?

Please attach copies of any more information you have to back up your complaint such as letters or report.

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Signed: ..... Date: .....