

Complaints Policy

Adopted by Board: 21 March 2023

Review Period: 3yr

Review Date: March 2026

Person responsible for policy: Clerk

**COMPLAINTS POLICY**

This policy should be used in conjunction with The Education (Independent Institution Standard) Regulations 2010, Part 7, which outlines the provisions for complaints with Academies.

Introduction

The majority of issues raised by parents or students are concerns rather than complaints. BePART Educational Trust is committed to taking concerns seriously at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without recourse to formal procedures. The prime aim of the Trust’s policy is to resolve the concern as fairly and as speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

Policy

* The institution will listen to all concerns, complaints and suggestions and view them as opportunities to improve the quality of the service provided
* Complaints brought by staff should be investigated using the relevant institution’s Grievance procedure and not this Complaints Policy.
* Anonymous complaints will not be considered.
* Staff should be made aware of the procedure so that they will know what to do when they receive a complaint.
* The institution will retain a written record of all complaints and whether they were resolved at informal or formal level.
* All written records, statements and correspondence relating to an individual complaint will be treated confidentially. The institution is required however to make these records available to the Secretary of State or a body conducting an inspection under Section 162A of the 2002 Education Act.
* Written information sent out to a complainant may be either electronic or hard copy.
* At each stage of the complaints procedure, the member of staff responsible will consider the seriousness of the complaint and how the complaint may be resolved.
* The purpose of this procedure is to identify all of the facts that are pertinent to the complaint so that it can be resolved to the satisfaction of the complainant. However there may be occasions when despite all stages of the procedure being followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the Principal/Headteacher or Chair of the Governing Body may inform the complainant in writing that the procedure has been exhausted and the matter is now closed.
* The complaints procedure sets out the time limits for each stage of the complaints process. However, where a complaint is of a particularly complex nature or further investigations are required to ascertain facts, new time limits may be set. The complainant will be sent details of any changes to the deadlines with an explanation for the delay.
* A copy of the Complaints Policy can be found on BePART Educational Trust’s and the institutions’ websites.

All Institutions within BePART Educational Trust have their own Complaints Procedures. Complainants, in the first instance, are directed to follow these procedures, available on each institutions website.

1. **Complaints against the Principal or Headteacher**

If the complaint is about the Principal or Headteacher, the Chief Executive (CEO) will hear the complaint. If the CEO is the Principal or Headteacher, then the Chair of BePART Educational Trust will hear the complaint. Complaints should be addressed to Clerk of BePART Educational Trust, Park Road West, Claughton, Wirral CH43 8SQ. Please mark Private and Confidential.

## Complaints escalated to/about the Trust or Trustee

If a complaint is escalated internally to BePART Educational Trust or if a complainant wishes to complain directly about the Trust, the complaint should be sent to the CEO to be investigated. Complaints should be addressed to Clerk of BePART Educational Trust, Park Road West, Claughton, Wirral CH43 8SQ. Please mark them Private and Confidential.

The Clerk will write to the complainant acknowledging the complaint within 5 school daysof the date that the written request was received. The acknowledgement will confirm that the complaint will now be investigated and will confirm the date for providing a response to the complainant.

Following investigation, the CEO will write to the complainant confirming the outcome within 15 school daysof the date that the letter was received. If this time limit cannot be met, the CEO will write to the Complainant within 15 school daysof the date that the letter was received**,** explaining the reason for the delay and providing a revised date.

1. **Complaints against the CEO of the Trust**

If a formal complaint is received about the CEO, the complaint will be referred to the Chair for investigation. The Chair will investigate the complaint and will write a letter of outcome to the complainant and provide a copy to the CEO.

1. **Complaints against the Chair of the Trust**

If a formal complaint is received about the Chair, the complaint will be referred to the Vice Chair for investigation. The Vice Chair will investigate the complaint and will write a letter of outcome to the complainant and provide a copy to the Chair.

The findings of the Chief Executive/Chair/Vice Chair of BePART Educational Trust are final.

**Monitoring, Evaluation and Review**

BePART Educational Trust will review this policy every three years and assess its implementation and effectiveness.