

<b>Adopted</b>	<b>Nov 2017</b>
<b>Next review:</b>	<b>Sep 2020</b>



# New Park Primary Academy

## Complaints Procedure

**for parents, carers, community users and members of the public**

### Introduction

New Park Primary Academy is committed to providing a high standard of education and service to all of its students, parents and community users. We take any concerns seriously and always aim to deal with these at the earliest stage at an informal level where possible. However, depending upon the nature of your concern, there may be occasions when you are asked to, or wish to, follow the school's formal complaints procedure. This procedure sets out the steps to be followed and aims to enable us to resolve your complaint as fairly and quickly as possible as well as helping us to continue to improve.

We aim to resolve complaints quickly and fairly and the following details outline the stages which will be followed. Malicious complaints may incur appropriate action from the school.

### Making a complaint

Complaints are expected to be made as soon as possible after an incident arises in order to amend the issue in an appropriate timescale. New Park Primary Academy upholds a three month time limit in which a complaint can be lodged regarding an incident but exceptions will be considered.

#### Stage 1 – Complaint heard by member of staff

We will try to deal with your complaint informally. This means that in the first instance you should phone or write to your child's teacher or the member of staff concerned with your complaint. If you are not sure who to contact, then you should telephone the main school number (01423 503011) or e-mail [admin@newpark.n-york.sch.uk](mailto:admin@newpark.n-york.sch.uk). We will do our best to resolve your complaint at this stage. You will be provided with an opportunity to discuss your concerns and will be informed of the outcome of any further discussions or investigations informally within a day or two. The vast majority of concerns will be dealt with satisfactorily in this way. However, if you are still dissatisfied, you should write to the Headteacher within 10 working days and ask for your complaint to be heard at the next stage.

#### Stage 2 – Complaint heard by Headteacher

If you have contacted a member of staff about your complaint but they have not been able to put things right, or you are not happy with the way they handled your

complaint, the next step is for you to write to the Headteacher. On receiving your letter, we will write to you within five school days to let you know we have received your complaint and tell you what will happen next. In any event, you will be given the opportunity to discuss your complaint with the Headteacher. We will write to you to tell you the outcome of the complaint within 20 school days.

If your complaint is against the Headteacher, you will need to write, in confidence, to the Chair of the Interim Executive Board at the school address. The Chair will seek to resolve the issue informally before moving directly to stage three of the procedure.

### Stage 3 – Complaint heard by IEB Complaints Appeal Panel

If you have been through stages 1 and 2 and are not happy with the way your complaint was dealt with, you can ask the Governing Body to review the investigation by writing to the Chair of Governors at the school address. This must be done within 10 working days of receiving our last response. We will write to you within five school days to let you know we are reviewing your complaint. The Chair (or a nominated governor) will convene a complaints panel and you will be invited to attend to explain your complaint. You will receive a full written response within 20 school days. If this is not possible we will inform you within 20 school days and give you an indication of when a full reply will be sent.

### Stage 4 – Complaining to Secretary of State

If you think the governing body is acting 'unreasonably' you can complain to the Secretary of State for Education via an online form available from <https://www.gov.uk/government/publications/complain-about-an-academy>.

Complaints to the Secretary of State are handled by the Government's Education Funding Agency. This should be a last resort, and you should highlight in your complaint the steps you have already taken to resolve the problem.