



## COMPLAINTS BY PARENTS/CARERS POLICY

The Complaints by Parents/Carers Policy recognises the Christian values of forgiveness, reconciliation and a commitment to learning from mistakes through its declared desire to work in partnership with parents/carers.

### INTRODUCTION

At The West Grantham Academies Trust, all the staff are dedicated to giving all the students the best possible education and caring properly for their health, safety and welfare at all times. We are committed to working closely with parents/carers and believe that the Trust and parents/carers should work in partnership, each carrying out their own particular responsibilities to help the students gain the most from their time at school.

If you feel that something is not going quite as you would like it to, that we are doing something you are unhappy with, or not doing something you feel we should, PLEASE TELL US ABOUT IT.

#### 1) THE FIRST STEP

In the first instance, please discuss your concern with your child's subject or class teacher, or the particular teacher most closely concerned, form tutors are usually your first contact person.

If you are unhappy with anything about the academy, please talk to the teacher most involved.

Usually, teachers are available for a short while after classes have finished, but to make sure that the teacher has time to listen properly to what you have to say, you should make an appointment.

The teacher will not only try to address your concern but will report the matter to the Headteacher so that they are aware of your concern and what is being done about it.

#### 2) THE NEXT STEP

Very occasionally, it may be that your concern cannot be resolved by the teacher, or you may feel that the situation has not altered. If this is the case, you should raise the issue with the Headteacher yourself.

It would be helpful to telephone the academy and make an appointment so that the Headteacher can set aside the time to sit down and talk through the situation carefully with you.

### 3) **FORMAL COMPLAINT**

In exceptional circumstances, you may wish to pursue the matter further and more formally. If you are still unhappy and your complaint has not resolved to your satisfaction, you should set out your concern to the Chair of Directors, in writing, and address it to the Clerk to the Board of Directors.

If, for some reason, you do not feel that you can do that, please telephone the Clerk to the Board of Directors and explain that you want to make a complaint but are unable to set it out in writing. The Clerk will produce a typewritten statement of your complaint, at your instruction, for you to sign.

On receipt of your complaint, the Chair of Directors will decide on the best way to proceed.

### 4) **HEARING**

You may be invited to a meeting with a panel comprising of at least three people not directly involved in the matters detailed in the complaint, one of whom must be independent of the management and running of the academy to say more about what you have written. Other people will also be asked for their views on what has been said. In particularly serious matters, the Directors may seek assistance from the Education Funding Agency (EFA) before reaching a decision. This decision and the reason for it will be conveyed to you in writing, together with information about a right to appeal.

You may, of course, address your complaint direct to the School Complaints Team at the Department for Education. If you do, you should write to:

Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

or by using the Department for Education's online School Complaints form.

This can be accessed at: <http://www.education.gov.uk/b00212240/guidance-on-making-a-complaint-about-a-school/how-to-complain-to-the-department-about-a-school>

Normally, however, unless your complaint is about the Directors, what you have said will have to be considered first by the Directors.

Clerk to the Board of Directors is as follows:

Mrs Julie Swatton, The West Grantham Academies Trust, The West Grantham Academy St Hugh's, The Avenue, Dysart Road, Grantham, NG317PX, Tel: 01476 579808,  
[Clerk@WGAcademiesTrust.org.uk](mailto:Clerk@WGAcademiesTrust.org.uk).