



# LWS Academy Trust

Montefiore Drive, Sarisbury Green, Southampton, SO31 7NL. Tel: 01489 582684

[www.lordwilson.org.uk](http://www.lordwilson.org.uk)

## LWS Complaints Policy

### Aims:

This policy aims to;

- Encourage the resolution of concerns and complaints by informal means wherever possible.
- Ensure that concerns are dealt with quickly, fully and fairly within the defined limits where possible.
- Provide effective and appropriate responses to concerns and complaints.
- Maintain good working relationships between the academy and all of its stakeholders.

All staff, governors, parents and carers at the academy are made aware of this complaints policy and any other policies that may be inter-related, for example behaviour and health & safety policies.

### The summary:

- This policy sets out the procedures that Lord Wilson Academy will follow whenever it receives a complaint for which there are not alternative statutory procedures for example exclusions.
- In all cases where the complaint directly concerns the academies headteacher, the chair of directors (or nominated director) will investigate the complaint in the first instance.
- This policy may be used by anyone who has a concern or complaint about any aspect of the school. First and foremost this applies to parents/carers of students however may include neighbours of the academy and/or other members of the local community.

### Monitoring and recording complaints:

At all stages of the complaints procedure the following information should be recorded;

- Name of the complainant.
- Date and time when the complaint(s) was made.
- Details and/or nature of the complaint.
- Desired outcome of the complaint.
- How the complaint is being investigated (including written records or any interviews held).
- Results and conclusions of investigations.
- Any action taken.
- The complainant's response.
- Record of any subsequent action if required.

The directors should appropriately monitor the general nature of complaints over each academic year to inform practice and potential improvements to procedures and policies within the school.



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### **Upholding or not upholding complaints:**

At each stage of the complaints procedure the conclusion will be either:

- That the complaint is upheld (in part or full) and where appropriate some form of action is taken.

**OR**

- That the complaint is not upheld and reason(s) for this, where appropriate, are clearly given.

In the first instance of receiving a complaint it may be appropriate to resolve the issue by offering to the complainant one or more of the following:

- An emphatic response.
- An explanation of events.
- A recognition that the situation could have been handled differently or better.
- An explanation of the steps that have been taken to endeavour that it will not happen again. However, this must not include any information or detailed action taken involving a member of staff.

The complainant may choose to take no further action or take their complaint to the next stage.

### **The stages of the complaints process:**

Stage 1 (also known as the informal stage):

The complainant raises their concerns/issues with the Academy. Most concerns can be resolved satisfactorily at this stage. However, the staff member may feel it more appropriate to refer the complainant to a member of SLT who will try to resolve the complaint informally.

Stage 2:

If the complainant remains unhappy, they should then contact the headteacher, either by arranging an appointment to see them or putting their concerns in writing. The headteacher (or their nominated representative) will then investigate the concerns and respond within agreed timescales. An acknowledgement will be made of the concern/complaint within 5 working days. The headteacher will respond to the issues raised within 15 school working days of receiving the complaint. If it is not possible to meet these timescales, the headteacher will contact the complainant to discuss reviewing these.

If the concern or complaint is against the headteacher, in the first instance the complainant will need to write in confidence to the chair of directors. The chair of directors will seek to resolve the issue informally, if necessary, before moving to stage 3.

Stage 3 (also known as the formal stage):

If the headteacher is unable to resolve the concern to the satisfaction of the complainant, the complainant may write to the chair of directors at the academy. The chair of directors will acknowledge the complaint within 5 school working days and arrange a panel of directors to be



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formed to hear the complaint (within agreed timescales). These directors will have no previous involvement or knowledge of the case. The director who chairs the complaints panel will contact the complainant with the arrangements.

Once the panel has been held the complainant and academy will be informed of their decision within 5 to 10 school working days.



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## Complaints Policy Overview:

