



## LWS Academy

Montefiore Drive, Sarisbury Green, Southampton SO31 7NL  
Email: [enquiries@lws.gfmat.org](mailto:enquiries@lws.gfmat.org) Tel: (01489) 582 684 <https://lordwilson.org.uk>

### COMPLAINTS POLICY

The Complaints Policy for Lord Wilson Academy follows the guidelines set out in the Hampshire guidance for Academies publication 'Developing a general complaints procedure'.

At Lord Wilson Academy we value the close working relationship that we have with our parents/guardians. We realise the importance of parents/guardians sharing their concerns and welcome the opportunity to discuss any issues they may have with us as soon as possible.

We believe that through a shared approach in partnership the vast majority of concerns can be resolved, immediately and satisfactorily to the benefit of all.

By following the complaints procedure we hope to reduce the anxiety such issues may cause.

#### **AIMS**

- To resolve concerns through informal discussion at the earliest stage, as quickly and effectively as possible.
- Establish well-defined timescales and named contacts.
- Focus on resolutions rather than blame.
- Cause minimal anxiety to all persons involved.
- Promote confidentiality and discretion
- Have clear investigative processes for staff as well as complainants.
- Offer other sources of advice.

LWS Complaints Procedure has a staged approach and when followed should result in a satisfactory resolution.

If parents/guardians have a concern they should contact the Academy as soon as possible to discuss concerns.

#### **THE INFORMAL STAGE**

Concerns should be shared with the relevant members of staff through discussion.

- Pastoral tutor
- Student Support Manager



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- Deputy Headteacher
- Headteacher
- Any member of staff you feel comfortable with

**If you are not satisfied by the outcome of your discussions go to Stage 1:**

### **Stage 1:**

Parents/Guardians are advised to write to the Headteacher using the complaints form Appendix III (Academies publication 'Developing a general complaints procedure') giving details of the concern and enclose any appropriate paperwork. The Academy will investigate the complaint and respond to parents as soon as possible and offer a resolution.

**If you are not satisfied by the outcome of the resolution go to Stage 2:**

### **Stage 2:**

Parents/Guardians are advised to write to the chair of LGC outlining their complaint and explain reason for pursuing it beyond the Headteacher's response.

This stage offers the opportunity for achieving reconciliation between all parties and agreeing a way forward.

### **Stage 3:**

In the rare circumstance that a parent/guardian is unhappy with the outcome, the Chair of LGC may offer right of appeal to the LGC's Complaints Panel.

Parents who wish to appeal should put this in writing to the clerk to the governing body.

This is the final stage in the Academy's internal complaints procedure.

### **Stage 4:**

Local education Authority (LEA) offers a further right of appeal for parents who have exhausted the Academy's procedures, if the complaint is about:

- The national curriculum and related matters
- Provision of collective worship and religious education.



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All parties have a right to be treated courteously and with respect throughout all the stages whilst seeking resolutions.