

DAYSPRING TRUST

COMPLAINTS POLICY

Reviewed September 2016

Ratified by Board of Directors on 26 September 2016

The Dayspring Trust aims to serve its community by providing an education of the highest quality within the context of Christian faith and practice. It encourages an understanding of the meaning and significance of faith, and promotes Christian values through the experience it offers to all its pupils. We believe that our Christian values spring from the two great commandments, 'Love God and love your neighbour'. We seek to live this out through the power of the Holy Spirit. St Paul reminds us in Galatians 5.22-23 that the fruit of the Spirit is "Love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control". These are also underpinned by the Old Testament injunction to "Do justly, love mercy and walk humbly with our God" Micah 6.8. These values rooted in the Christian Faith come as a package and we aim to embed them in the life of our academies in a worked out way. We recognise that at times we may highlight particular values to bring them into greater prominence within our academies and these are currently the five values of Forgiveness, Hope, Joy, Perseverance and Wisdom. We believe these values to be in accordance with British values springing from our Judeo-Christian roots. Collective worship will play a major and vital part in assisting with this process of embedding these values in the life our academies.

The Multi Academy Trust Members and Directors are aware of their responsibilities in law and are committed to the provision of an excellent education within its academies in accordance with our Anglican foundation. This is embraced in our Dayspring Trust vision statement:

- **Forge a supportive and challenging family of academies**
- **Provide excellent education within a strong Christian community**
- **Resource our pupils for wise and generous living**

In addition, each academy also has its own distinctive mission statement, flowing out from the vision statement of the Dayspring Trust.

At Ian Ramsey CE Academy:

"Together to learn, to grow, to serve."

This is embodied in scripture:

'Each of you should use whatever gifts you have received to serve others, as faithful stewards of God's grace in various forms.' 1. Peter 4.10

At Venerable Bede CE Academy:

"Soar to the heights together"

This is embodied in scripture:

'But those who hope in the Lord will renew their strength. They will soar on wings like eagles; they will run and not grow weary, they will walk and not be faint.' Isaiah 40:31

This policy has been developed to take into consideration our ethos as well as local and national policy and guidance.

Introduction

Most parents/ carers and other stakeholders have a positive relationship with our Academy but we understand that there may be occasions when concerns are raised. We have an open door policy and we are committed to taking concerns seriously, therefore we encourage our parents/carers and other stakeholders to share any concern with us on an informal basis initially.

All formal complaints are logged and held centrally, with details of the outcome of any investigation.

The main aim of this Complaints Policy is to resolve any complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

Where complaints are deemed after investigations, to be either malicious or unnecessarily time wasting, they may be referred by the Head of School to the Executive Headteacher and/or the Board of Directors and further action will be considered.

The following procedure is available to anyone within the Academy or local community to use.

Stage 1 – Informal Discussion with the Academy

It is always useful to talk through your complaint informally with the relevant person so that any concerns may be addressed.

Contact should be made in the first instance to the Academy either by telephone, e-mail or in person to informally discuss any concern. The Academy may request that you make an appointment, as this will ensure we can listen to your concerns fully and allocate an appropriate amount of time.

Stage 2 – Formal Complaint to the Head of School

If you feel that your complaint has not been resolved by following informal Stage One, or if you feel that your complaint is too serious for the informal stage, you should consider confirming your complaint by letter to the Head of School (or Executive Headteacher if the complaint is about the Head of School) stating that you are making a formal complaint. Your complaint will be acknowledged in writing within 5 working days

of its receipt.

The Head of School will then investigate the complaint either directly or by appointing the most appropriate senior member of staff to investigate on their behalf, and report back to them. The Head of School will respond to the complainant in person (via appointment) or via letter, with the outcome of all investigations (within 10 working days of the initial complaint being made). Where a complaint is lengthy or complex, a longer time-scale may be necessary but complainants will receive updates within the above timescales.

Stage 3 – Formal Complaint to the Executive Headteacher

If you feel that your complaint has not been resolved by following Stage Two, you should consider confirming your complaint by letter to the Executive Headteacher (or Chair of the Board of Directors if the complaint is about the Executive Headteacher) stating that you are making a formal complaint. Your complaint will be acknowledged in writing within 5 working days of its receipt.

The Executive Headteacher will then investigate the complaint either directly or by appointing the most appropriate senior member of staff to investigate on their behalf, and report back to them. The Executive Headteacher will respond to the complainant in person (via appointment) or via letter, with the outcome of all investigations (within 10 working days of the initial complaint being made). Where a complaint is lengthy or complex, a longer time-scale may be necessary but complainants will receive updates within the above timescales.

Stage 4 – Complaint to the Board of Directors Complaints Appeal Panel

If a resolution cannot be reached by following either Stage One, Stage Two or Stage Three of the complaints procedure, the next step would be to make a formal complaint to the Board of Directors Complaints Appeal Panel. The Complaints Appeal Panel is independent and impartial and will consist of at least three people not directly involved in the matters detailed in the complaint, one of whom will be independent of the management of the running of the Academy (ie not a Director or a member of staff).

If your complaint progresses to the final stage, you should contact the Chair of the Board of Directors in writing, accompanied by a copy of your original letter of formal complaint. Parents/Carers may attend the panel hearing and be accompanied by a friend or other representative if they so wish.

If you feel that a complaint should be escalated to Stage Four, letters should be sent to:

The Venerable Stuart Bain

Chair of the Board of Directors

c/o Mrs. W. Alder, Clerk to the Trust Board

At: -

Ian Ramsey Church of England Academy, Fairfield Road, Stockton On Tees TS19 7AJ

OR

The Venerable Bede Church of England Academy, Tunstall Bank, Ryhope, Sunderland,

SR2 0SX

Alternatively, you can send a letter via the Academy.

Your request for a Stage Four panel hearing will be acknowledged within 5 working days of receipt and you will be advised of a date for the hearing within a reasonable timescale together with information on the panel process.

Following a panel hearing, complainants will be provided with a written response (within 5 working days) where appropriate and also where this has been specifically requested.

On hearing a complaint, the panel can decide to:

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Decide on the appropriate action to be taken to resolve the complaint
- Recommend changes to the Academy's systems or procedures to ensure that problems of a similar nature do not recur.

The Board of Directors Complaints Appeal Panel is the final stage in the Academy's complaints process.

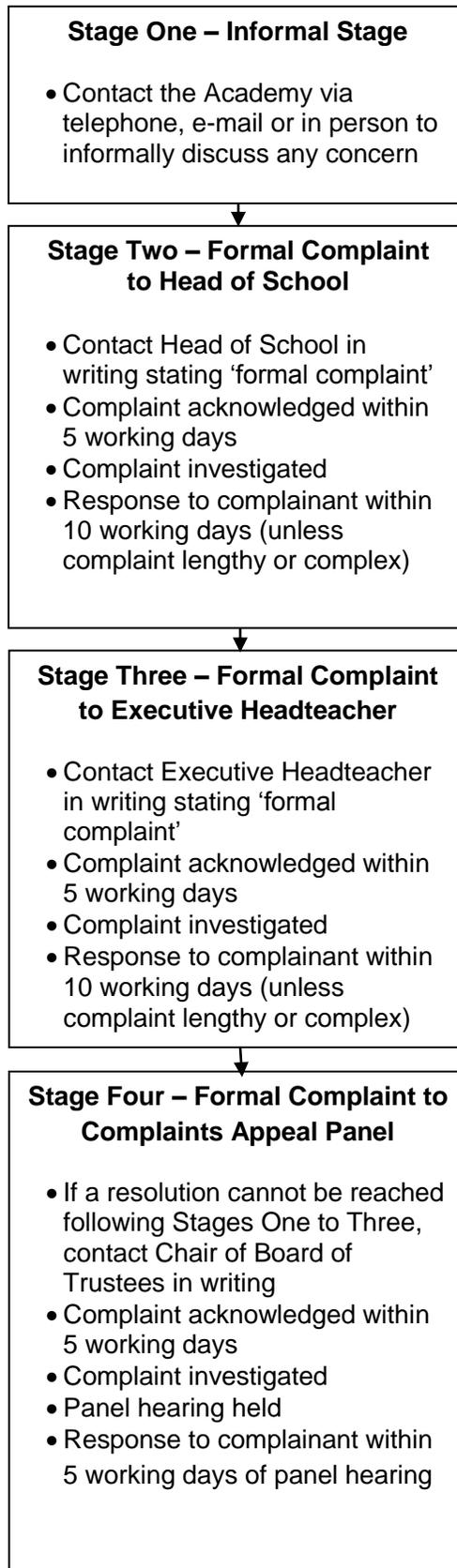
Finally, if you are not satisfied that your Stage Four complaint has been dealt with appropriately, you may wish to contact the Education Funding Agency (EFA) at www.education.gov.uk via their schools complaints form or by post to: Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Details of this policy will be included on the Academy's website.

A flowchart of the Complaints Policy can be found in appendix A.

Appendix A

Complaints Policy – Flowchart



If you are not satisfied that your Stage Four complaint has been dealt with appropriately, you may wish to contact the Education Funding Agency (EFA)