

## Manchester Academy Complaints Policy

Manchester Academy is an 11-18 school. This policy sets out the policy of Manchester Academy and its approach in relation to any cause for complaint in keeping with its core aims and values to bring out the 'best in everyone'.

It is recognised that parents / carers will, from time to time, have normal and legitimate concerns about the progress, achievement, behaviour or welfare of their son or daughter. Parents / carers are encouraged to make those concerns known to staff in the Academy so that they can be addressed in partnership with the Academy. Almost invariably, the sooner such concerns are raised the easier it is for an appropriate resolution to be found.

We also recognise that people, other than those who are parents/carers of students at the Academy may also have concerns that they wish to raise with the Academy. Where this is the case, you should contact the Principal's PA. Your complaint will be dealt with by following the process outlined below however the Principal's PA will initially refer your complaint to an appropriate senior colleague who can discuss any concerns with you informally.

### Aims

- To provide a safe, secure environment where all members of the community can flourish, thrive and feel a sense of belonging in keeping with the Academy's values.
- To constantly strive to improve communication between the Academy, parents, carers, and the community.
- To ensure that all members of the community are supported in raising issues if appropriate so that all stakeholders can work together to secure the best outcomes for the Academy and all of its students.

### To achieve these aims we will:

- Ensure that we respond to parental contact/complaint within 48 hours.
- Investigate appropriately any issues/complaints raised in relation to teaching, curriculum, behaviour or any other appropriate cause for concern.
- Address issues arising appropriately which may include amendment of protocol/practice if required.
- Feedback in person, telephone or in writing the outcome of any investigation of a complaint.

### Protocol for Complaint:

If you would like to raise an issue in relation to the Academy you should contact us in any one of the following ways;

Telephone: 0161 232 1639

Fax: 0161 232 1640

Email: [office@manchester-academy.org](mailto:office@manchester-academy.org)

In writing: If you are a parent/carer of a student attending Manchester Academy – Michelle Mahlik, Business Manager, Manchester Academy, Moss Lane East, Moss Side, Manchester, M14 4PX  
If you do not have a student attending Manchester Academy – Ella Hebditch, PA to the Principal, Manchester Academy, Moss Lane East, Moss Side, Manchester, M14 4PX

### The procedure is:

1. Setting the complaint informally with a teacher – the teacher will then refer you to the appropriate person. The staff member will make a record of the complaint and the date on which it has been received – if this has not been resolved within 3 school days you are invited to make a formal complaint with the Vice Principal who will assist you in taking the matter further or resolving it appropriately. If the complaint concerns the Principal, the Vice Principal would normally refer you to the Chairperson of the Local Governing Body.

Reviewed by the Local Governing Body, March 2015

NB – for those who are not parent/carers of an Academy student, you should make initial contact with the Principal's PA who will pass your complaint to an appropriate senior colleague who can discuss your concerns informally. As outlined above, if the matter has not been resolved within 3 school days you are invited to make a formal complaint with a Vice Principal.

2. Setting the complaint informally with the Principal – An appointment can be made with the Principal through the Principal's PA.
3. Setting the complaint formally with the Principal. Formal complaints regarding staff must be made formally to the Principal in writing and passed to the Principal's PA.

In most instances, there will need to be an investigation in order to understand the circumstances surrounding the complaint. That investigation will normally be undertaken by a senior member of staff. If the matter cannot be resolved within 5 school days following receipt of the written complaint or in the event that you are not satisfied, you will be advised to take your complaint to the next stage of this procedure.

The Principal may delegate the task of collating the information to another staff member but not the decision on the action to be taken. The decision in respect of this complaint will normally be made within 5 school days of the Principal receiving the complaint. If the Principal feels that it is necessary, within reason, to ask for additional time, you will be informed.

4. Formal referral to the Local Governing Body via the Chair of Governors. Should you wish to make a formal complaint to the Local Governing Body or sponsor you would be required to do so in writing – you should pass this complaint to the Principal's PA who will forward it to the Local Governing Body for you.
5. Where the parent is not satisfied with the response to the complaint the Academy will make provision for a hearing before a panel consisting of at least three people who were not directly involved in the matters detailed in the complaint; one panel member will be independent of the management and running of the school. Parents/complainant will be invited to attend, accompanied if they wish, and the findings will be shared and distributed formally to all parties.

The Chair of the Local Governing Body will delegate the complaint as appropriate in order to address complainant issues and achieve reconciliation between the complainant and the Academy.

## Leadership, Management and Governance

### **Responsibilities - The Local Governing Body**

- Ensure that the Academy complies with this policy from its implementation.
- Ensure that they are informed of recording and reporting of formal complaints annually.

### **Responsibilities - The Principal**

- To implement the policy, its strategies and procedures and ensure that all stakeholders are aware of this policy and have access to it.
- Ensure that a central record is kept of formal complaints with the Principal's PA.
- Report to governors annually regarding the number of formal complaints and issues resolved.

### **Responsibilities - All Staff**

- To respond to complaints by parents/carers, other stakeholders or members of the community within 48 hours.
- To feedback to parents/carers, other stakeholders or members of the community after investigation regarding the outcome of the complaint.

Reviewed by the Local Governing Body, March 2015

- Breaches of the policy will be rigorously followed up using appropriate procedures and reported to the governing body/Sponsor as appropriate.

**Policy Planning and Development**

Views of stakeholders will be taken into consideration in the implementation of this policy. There will be a systematic review of the impact of policies within an appropriate time scale.

**Monitoring and Quality Assurance**

The Vice Principal/Principal will maintain an overview of formal complaints and ensure that appropriate action is taken in keeping with this policy.

The number of complaints and issues arising will be monitored closely and action taken as appropriate/necessary.

**Confidentiality**

Correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting a inspection under section 162A of the 2002 Act requests access to them.

This process will be continuously developed and monitored by the Academy’s leadership team.

**Communication of the Policy**

This policy will be published on the Academy website and will be reviewed every two years.

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Signed: \_\_\_\_\_  
Chair of Governors

Name \_\_\_\_\_

Date \_\_\_\_\_

Signed: \_\_\_\_\_  
Principal

Name \_\_\_\_\_

Date \_\_\_\_\_

Next Scheduled Review Date: March 2017

Reviewed by the Local Governing Body, March 2015

**FORMAL COMPLAINT REPORTING FORM**

Please complete in **BLOCK CAPITALS** and return to Michelle Mahlik, Business Manager, who will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>	
<b>Student's name (if applicable)</b>	
<b>Your relationship to the student (if applicable)</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Day time telephone number</b>	
<b>Evening telephone number</b>	
<b>Please give details of your complaint</b>	
<b>What action, if any, have you already taken to try and resolve your complaint? (To whom did you speak to and what was the response?)</b>	
<b>What actions do you feel might resolve the problem at this stage?</b>	
<b>Are you attaching any paperwork? If so please give details.</b>	

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

<b>For official use only</b>	
Date formal complaint received	
Date acknowledgement sent	
Complaint referred to (staff)	
Complaint referred on (date)	

Reviewed by the Local Governing Body, March 2015