

Complaints Policy and Procedures

The Bishop of Winchester Academy



Sapere Aude

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1	Pentecost 2024		Approved 11.07.24, review due Michaelmas 2026.
2	Pentecost 2025		Reviewed following recommendations made by a stage 3 complaint panel hearing held on 05.06.25. Policy was reviewed by Stone King and amendments were considered by a working panel of trustees on 10.07.25, after review by senior leadership. Biennial review changed to triennial review.

A review date is not a sunset clause. The policy remains in place until such time as it has been reviewed or superseded by updated relevant statutory guidance.

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Sponsors' Statement

All The Bishop of Winchester Academy policies exist to support the Sponsors' vision, Christian ethos and values that are embedded in the day-to-day and long-term running of the academy. Each policy evidences the commitment of the Sponsors to the principles and values of honesty, respect, hospitality, compassion, love, forgiveness, self-discipline, creativity and hope. This policy contributes to the development of young people and the community through all Academy activities.

1 Introduction

As a Church of England Academy, the Christian ethos of love, respect, care and forgiveness for all members of the community, will be promoted throughout The Bishop of Winchester Academy. All students should be provided with a safe and secure learning environment, promoting a climate where students feel confident about sharing any concerns they have, enabling to achieve their full potential.

2 Aims and application

2.1 The aims of the procedure are to deal with complaints and concerns:

- about an academy, the academy trust ("trust") or any individual connected with it by following the correct procedure;
- thoroughly; and
- in an open, honest and fair manner.

2.2 Please note that concerns and complaints about matters where an alternative complaints / appeal process exists will not be generally dealt with under this policy. These are set out in Annex 1, and also includes concerns regarding the exclusions, concerns relating to matters of data protection, and any other process.

2.3 Anonymous concerns or complaints will not usually be investigated under this procedure.

2.4 All staff will be made aware of this complaints procedure and are expected to review this policy regularly in order that they are familiar with our process of dealing with complaints and can be of assistance when an issue is brought to their attention.

2.5 In this procedure:

- 'complaint' means an expression of dissatisfaction however made, about actions taken or a lack of action.
- 'concern' means an expression of worry or doubt over an issue considered to be important for which reassurances are sought.
- 'meeting' means an in person or virtual meeting (i.e. telephone or video conference where all parties can participate verbally), virtual meetings will only be held in the event that all parties have access to appropriate equipment to attend and are happy to do so. If the parties are unable to meet virtually and the meeting must take place in person, the meeting may be postponed until it is deemed safe to hold an in-person meeting, at the discretion of the trust.
- 'school days' excludes weekends, bank holidays, academy holidays and inset days;
- 'parent' means a parent, carer or anyone with legal responsibility for a child;
- "trust" means the academy trust

2.6 The timeframes referred to in this policy are our usual timeframes and the academy will seek to adhere to these timeframes where possible.

2.7 Reasonable adjustments will be made to this procedure where required to ensure that all complainants can access and complete this complaints procedure.

- 2.8 Two procedures are set out in this policy. The first (Part 1) applies to complaints raised by parents/carers of current pupils and includes informal, formal and panel stages. The second (Part 2) contains a simpler, shorter policy which applies to complaints raised by individuals who are not parents/carers of current pupils, including parents of former pupils. Staff complaints must be processed via the grievance or anti-bullying or harassment policies.

3 Key principles

- 3.1 The trust expects all complainants to make reasonable attempts to seek an informal resolution.
- 3.2 To investigate your complaint properly and fairly, we have implemented a staged approach. We anticipate that almost all complaints that arise will be resolved at Stage 1 or Stage 2 below.
- 3.3 We expect our members of staff to be addressed in a respectful manner and for communication to remain calm at all times. The procedure under Part 3 will only be used on to deal with unreasonably persistent complainants or unreasonable complainant behaviour.
- 3.4 Concerns or complaints should be brought to our attention as soon as possible. Any matter raised more than 3 months after the incident being complained of (or, where a series of associated incidents have occurred, within 3 months of the last of these incidents) will not be considered unless exceptional circumstances apply.
- 3.5 Where a complaint is received outside of term time, we will consider it to have been received on the first school day following the holiday period.
- 3.6 On rare occasions the academy may receive complaints from a number of parents relating to the same issue. In order to deal with these complaints efficiently the academy will follow the procedure set out in Part 4.
- 3.7 If it becomes necessary to alter the time limits and deadlines set out within this procedure, you will be advised accordingly and given an explanation as to why this has been the case and provided with revised timescales. If other bodies are investigating aspects of the complaint, for example the police, local authority safeguarding teams or tribunals/courts, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.
- 3.8 Complainants must not approach individual trustees to raise concerns or complaints.

4 Records of complaints

- 4.1 The academy will record the progress of all complaints that reach the formal stages of the procedure (if they are resolved at Stage 2 or Stage 3), including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.
- 4.2 This material will be treated as confidential and held centrally, and will be viewed only by those involved in investigating the complaint or on the review panel, except where the Secretary of State (or someone acting on their behalf) or a body conducting an inspection requests access to them.
- 4.3 Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and records retention schedule.
- 4.4 The details of the complaint, including the names of individuals involved, will not be shared with the whole governing board in case a review panel needs to be organised at a later point.
- 4.5 The Complainant must keep all correspondence, statements and records relating to their complaint confidential, and must not disclose (by way of electronic communication, social media or otherwise) any information or documents relating to their complaint. Should a Complainant fail to adhere to this, it may fall under 'unreasonable Complainant behaviour' and be dealt with under Part 3.

5 Learning lessons

- 5.1 The board will review any underlying issues raised by complaints with the academy leadership team, where appropriate,

and respecting confidentiality, will determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

6 Monitoring arrangements

- 6.1 The trust board will monitor the effectiveness of the complaints procedure in making sure that complaints are handled properly. The board will track the number and nature of complaints, and review underlying issues as stated in section 5.
- 6.2 Stage 2 and stage 3 complaints records are logged and managed by the EA to the Principal. Staff must alert the Principal, Vice Principals and EA to the Principal, if they receive a stage 2 complaint form.
- 6.3 This policy will be reviewed by full board every 3 years.
- 6.4 At each review, the policy will be approved by the full board

Part 1: Complaints procedures for parents

Stage 1: Informal concerns

1. Most enquiries and concerns can be dealt with satisfactorily by the class teacher, mentor, relevant key stage leader or the head of year without the need to resort to the formal procedure. We value informal meetings and discussions and encourage parents to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding.
2. It is always helpful if you can fully explain the nature of the concern and identify the outcome you are looking for. Where appropriate, you may be invited to an informal meeting with the member of staff most appropriate for dealing with that concern. The member of staff dealing with the concern will make sure that you are clear on what action (if any) has been agreed. This may be put in writing if appropriate.
3. Any complaint relating to the Principal must be raised in the first instance with a Trust Board Chair-nominated Trustee by writing to the Clerk of the Governing Board at the Academy. If an informal resolution cannot be reached, the nominated Trustee will designate a Trustee or an independent investigator to investigate the complaint as per **Stage 2**.
4. Although it would be expected that most issues will be resolved within 15 school days, given the importance of dialogue through informal discussion, this timeframe may not be possible to adhere to. Where no satisfactory solution has been found, you will be advised that if you wish your concerns to be considered further you should write to the Principal under Stage 2 of this procedure within 10 school days of last dialogue.

Stage 2: Formal written complaints

1. If your concerns are not resolved under Stage 1, you should put your complaint in writing using the 'Complaint Proforma' (available on our website or Annex 2 of this procedure) within 10 school days of last dialogue at Stage 1, and send this to the Principal (unless the complaint relates to the Principal in which case please contact the Clerk of the Governing Board).
2. If your complaint is against a Trustee, then it should be raised with the Chair of Trustees by writing to the Clerk of the Governing Board. In the case of a complaint against either the Chair of Trustees or the Governing Board as a whole, then it should be put in writing to the Clerk of the Governing Board who will refer it to the Members. In such cases, the Chair of Trustees / the Members will investigate the complaint or appoint an appropriate person to do so in the same way as in the first stage of the formal process at Stage 2. If the complaint moves to Stage 3, the Chair of Governors / the Members (as applicable) will determine how the Complaint Panel is to be constituted, but will ensure that at least one person is independent of the management and running of the Academy / Academy Trust.
3. It is very important that you include a clear statement of the actions that you would like us to take to resolve your complaint. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.
4. Your complaint will be acknowledged in writing within 5 school days of receipt. The acknowledgement will give a brief explanation of the academy's complaints procedure and a target date for providing a response to the complaint.
5. An investigation will be carried out by a nominated individual identified by the Principal / Chair of the Board as appropriate. If appropriate, the nominated individual may invite you to a meeting to clarify your complaints and to explore possible resolutions. Where possible, this meeting will take place within 10 school days of receipt of the written complaint.
6. If necessary, those involved and witnesses will be interviewed and statements taken from those involved. If the complaint centres on a student, the student should also be interviewed with an appropriate adult present.
7. Once the relevant facts have been established as far as possible, you will be provided with a written response to the complaint, including an explanation of the decision and the reasons for it. This will include what action will be taken to

resolve the complaint (if any). Whenever reasonably possible, this will be done within 15 school days of any meeting with you. If a meeting is not held with you, it will be arranged within 25 school days of the written complaint being received.

8. You will be advised that if you are dissatisfied with the outcome of the complaint, you may request that your complaint be heard by the Complaints Committee under Stage 3 of this procedure.

Stage 3: Referral to the Complaints Committee

1. If you are dissatisfied with the decision under Stage 2, you may request that a Complaints Committee be convened to consider your complaint. The committee will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with from Stage 1 of the procedure.
2. The purposes of the Complaints Committee are:
 - To review the process followed by the school in investigating the complaint and review the evidence and proposed solutions from Stages 1 and 2. The panel will seek to evaluate whether the school has correctly followed its policies and procedures. It is not the Committee's role to actively re-investigate the complaint, but to ensure due process has been followed and identify any shortfalls in this.
 - To clearly establish the facts of the complaint and seek to achieve reconciliation between the school and the complainant. If reconciliation is not possible, the Committee should clearly establish the facts of the complaint, decide whether or not to uphold different aspects of the complaint and if appropriate, make recommendations.
 - To satisfy the complainant that their complaint has been taken seriously even if there remain some differences in positions and the complainant's intended outcomes have not been met.
3. To request a hearing before the Complaints Committee, this must be set out in writing to the Clerk to the governing body at the academy address within 10 school days of receiving notice of the outcome of Stage 2. Requests received outside of this time frame will only be considered if exceptional circumstances apply. You should ensure that you provide copies of all relevant documents and state all the grounds for your complaint and the outcome that you are looking for. If you require support, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.
4. Your written request will be acknowledged within 5 school days of receipt.
5. The Clerk will arrange for a Complaints Committee to be convened, made up of at least three members, including:
 - members of a local governing body and/or trustees of the academy trust (as appropriate) with no prior involvement in the matter; and,
 - one person who is independent of the management and running of the academy trust.
6. Where the governing board is aware of the substance of the complaint before the review panel stage, the school will (where reasonably practicable) arrange for an independent panel to hear the complaint.
7. The Clerk shall appoint one of these members to be the Chair of the Committee.
8. Every effort will be made to enable the hearing to take place within 20 school days of the receipt of your request. You will be sent written notification of the date, time and place of the hearing, together with brief details of the committee members who will be present at least 10 days before the hearing. Fair consideration will be given to any bona fide objection to a particular member of the committee, although if upheld this may impact upon the hearing date. You will also be informed of the name of the person who will be presenting the case on behalf of the academy (referred to in this policy as the 'academy representative'). This may be the person who is the subject of the complaint, the person who undertook the investigation at Stage 2 or another person with sufficient knowledge of the matter.
9. You have the right to be accompanied to the hearing by a friend, relative, (non-legal) advocate or interpreter. You should notify the Clerk in advance if you intend to bring anyone to the hearing. The Complaints Panel is not a court or tribunal and it is not expected that either party will bring legal representation. Should your complaint involve points of law, however, the Committee itself may seek legal advice.

10. A copy of the complaint and any other documents provided by you in support of your complaint, or by the academy representative in response to the complaint, will be provided to the Complaints Committee as soon as practicable upon receipt. Copies of these documents shall also be provided to you or academy representative (as applicable) at least 3 school days before the hearing. The Complaints Committee reserves the right not to consider any documentation presented by either party less than 3 school days prior to the hearing. The Complaints Committee is under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account. The committee will not normally accept recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.
11. The hearing will be conducted to ensure that each party has the opportunity to address the Complaints Committee. The procedure to be followed during the hearing will be explained to the parties by letter in advance of the hearing. The Clerk will ensure that sufficient notes are taken to record an accurate reflection of the points considered and any decisions taken or actions agreed. Electronic recordings of the hearing will not normally be permitted and, in any event, would require the consent of all those present. If given, consent will be recorded in the minutes taken.
12. Unless otherwise stated, the procedure for the Stage 3 hearing is as follows:
 - the parent and academy representative will enter the hearing together;
 - the Chair of the Committee will introduce the committee members and outline the process;
 - the parent will explain the complaint;
 - the academy representative and committee members will question the parent;
 - the academy representative will explain the academy/trust's actions;
 - the parent and the committee members will question the academy representative;
 - the parent will sum up their complaint;
 - the academy representative will sum up the academy/trust's actions;
 - the Chair of the Committee will explain that both parties will hear from the committee within 10 school days;
 - both parties will leave together while the committee decides;
 - the Clerk will stay to assist the committee with its decision making.
13. The Clerk and or Complaints Committee reserves the right to modify the above procedure at their sole discretion.
14. After the hearing, the Complaints Committee will consider their decision and inform you and, where relevant, the person complained about of their decision in writing within 10 school days. The letter will set out the decision of the committee together with the reasons underpinning that decision. The committee can (by a majority if necessary):
 - 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 or trust systems or procedures to ensure that issues of a similar nature do not happen again.
15. If the parent fails to attend the Complaints Committee Meeting on the day, the Complaints Committee reserves the right to proceed in their absence and the process will continue to its conclusion. If the Complaints Committee Meeting proceeds, any further attempt to re-open the matter will be considered as falling under the "Serial or persistent complainants" section as set below.

Stage 4: Referral of complaint to Department for Education

1 If you are dissatisfied with the decision of the Complaints Committee, you are entitled to refer your complaint to the Department for Education (DfE). The DfE sets out *"We cannot overturn the decision about a complaint. Our role is to make sure the complaint is handled properly by following a published procedure that complies with part 7 of the [Education \(Independent School Standards\) Regulations 2014.](#)"*

1.1 At the time of writing this procedure, the DfE procedure and the DfE academy complaints form are available at:

<https://www.gov.uk/complain-about-school>

Or you can write to the DfE at the following address:

Ministerial and Public Communication Division

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Part 2: Concerns or complaints from other persons

Part 1 of this complaints policy applies only to complaints made by parents or carers of current registered students of the academy trust. However, the trust wishes to work closely with other members of the local community and will deal with their concerns and complaints as follows:

- Stage 1** - a concern regarding the academy or its operations may be made to any member of staff within 1 month of the incident or, where a series of associated incidents have occurred, within 3 months of the last of these incidents. That member of staff will attempt to resolve the matter immediately or may, if appropriate, refer the matter to their line manager or member of the academy leadership team (ALT) who is best placed to deal with the concern. It is expected that most concerns will be responded to orally or in writing within 10 school days. If a longer period is required, you will be kept informed of the progress of the investigation.
- Stage 2** - where a concern is not resolved at stage 1, you should put your complaint in writing and send this to the Principal to investigate. The Principal may delegate the task of investigation and/or responding to the complaint to a member of ALT or may escalate the complaint straight to stage 3. A formal response to the complaint will usually be provided within 15 school days of receipt of the letter of complaint although if a longer period is required to respond, you will be kept updated.
- Stage 3** - if you are not satisfied with the response at stage 2, you may request a review by writing to the Clerk of the governing body of the academy. You should write to the Clerk within 10 school days of receipt of the letter at stage 2. Requests received outside of this time frame will not be considered. The decision at this stage will usually be sent to you within 20 school days of receipt of the request for a review. The decision at stage 3 exhausts the academy's complaints procedure.

Part 3: Vexatious complaints and/or unreasonable complainant behaviour

There are rare circumstances where we will deviate from the Complaints Procedure set out in Parts 1 and 2. These include, but are not necessarily limited to:

- where the complainant's behaviour or language towards staff, members of the governing body or trustees is abusive, offensive, discriminatory or threatening;
- where the complainant's behaviour is hindering our consideration of complaints and/or the proper running of the academy because of the frequency or nature of the complainant's contact, such as, if the complainant:
 - a) refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
 - b) refuses to co-operate with the complaints investigation process
 - c) refuses to accept that certain issues are not within the scope of the complaints procedure
 - d) insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
 - e) introduces trivial or irrelevant information which they expect to be taken into account and commented on
 - f) raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
 - g) makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
 - h) changes the basis of the complaint as the investigation proceeds
 - i) seeks an unrealistic outcome, such as the inappropriate dismissal of staff
 - j) makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
 - k) knowingly provides falsified information
 - l) publishes unacceptable information on social media or other public forums
- where the complainant's complaint is clearly frivolous, vexatious and/or has patently insufficient grounds. The Office of the Independent Adjudicator defines the characteristics of a 'frivolous' or 'vexatious' complaint as:
 - m) complaints which are obsessive, persistent, harassing, prolific, repetitious
 - n) insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
 - o) insistence upon pursuing meritorious complaints in an unreasonable manner
 - p) complaints which are designed to cause disruption or annoyance
 - q) demands for redress that lack any serious purpose or value

In these circumstances, we may in turn:

- inform the complainant that their behaviour is unacceptable and ask them to change it;
- put in place a communications protocol that we expect the complainant to adhere to;
- restrict the complainant's access to the academy e.g. requesting contact in a particular form (for example, letters only), requiring contact to take place with a named person only, restricting telephone calls to specified days and times or banning the complainant from the academy's premises. Any such arrangements will be reviewed;
- refuse to consider the complaint further, unless they change their behaviour.

In all cases we will write to tell the complainant why we believe his or her behaviour is unacceptable, what action we are taking and the duration of that action.

The case for ceasing further correspondence is stronger where:

- letters, emails, or telephone calls are often or always abusive or aggressive or make insulting personal comments about or threats towards staff

- we have reason to believe the complainant is contacting us with the intention of causing disruption or inconvenience

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff, members of the governing body or trustees, we will consider other options, for example reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of that action.

Serial or persistent complaints

Where the complainant's complaint is the same, similar to or based on the same facts of a complaint which has already been considered in full, we will write to tell the complainant telling them why we consider their correspondence to be unreasonably persistent and ask them to change it.

We may take the decision not to respond to any further correspondence where:

- we have taken every reasonable step to address the complainant's concerns;
- the complainant has been given a clear statement of our position and their options; and
- the complainant contacts us repeatedly, making substantially the same points each time.

Part 4: Complaint campaigns

For the purposes of this policy, a complaint campaign is defined as a complaint from three or more separate individuals (whether or not connected with the academy or the trust) which are all based on the same subject.

Depending on the subject in question, we may deviate from the procedure set out in this policy and instead:

- send a template response to all complainants and/or
- publish a single response on the academy website (as applicable)

Annex 1

Matters excluded from scope of the complaints policy

Excluded Matters	Signposting
Admissions	The process for challenging admissions decisions is set out in our admissions policy in accordance with relevant statutory guidance.
Child protection matters	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).
Suspension and permanent exclusions	The process for challenging suspension and permanent exclusion decisions is set out in the DfE's statutory guidance and information can be found at https://www.gov.uk/school-discipline-exclusions/exclusions
National curriculum content and withdrawal from the curriculum	Contact the Department for Education at www.education.gov.uk/contactus
School re-organisation proposals	Where concerns are not adequately addressed by the trust, complaints can be raised direct with the Department for Education.
Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
Staff conduct	Certain complaints about staff may need to be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
Statutory assessments of Special Educational Needs (SEN)	Concerns about statutory assessments of special educational needs should be raised direct with the local authority.
Whistleblowing	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus.</p> <p>Volunteer staff who have concerns should complain through the school's complaints procedure. You may also be able to complain direct to the Department for Education (see link above), depending on the substance of the complaint.</p>
Data protection / FOIA	Liaise with our external Data Protection Officer (DPO) at info@satswana.com in the first instance. Complaints may also be raised with the Information Commissioner's Office but we ask that you contact the external DPO first.

Annex 2

Complaints Proforma

THE BISHOP OF WINCHESTER ACADEMY COMPLAINTS PROFORMA	
PERSONAL DETAILS	
NAME:	TITLE (Mr, Mrs, Ms etc.)
ADDRESS:	
EMAIL ADDRESS:	
HOME TELEPHONE:	MOBILE:
STUDENT DETAILS	
NAME OF STUDENT:	MENTOR GROUP:
NATURE OF COMPLAINT	
WHAT ACTION, IF ANY, HAVE YOU ALREADY TAKEN TO TRY AND RESOLVE YOUR COMPLAINT?	

DETAILS OF COMPLAINT (please attach additional sheets as necessary)

WHAT IS YOUR EXPECTED OUTCOME?

ARE YOU ATTACHING ANY PAPERWORK? If so, give details below:

Signature _____ Date _____

All functions of the complaints procedure must adhere to the requirements of the Data Protection Act 2018 and the Freedom of Information Act 2000.

Please complete and return to the academy office in a sealed envelope addressed to the Principal or Clerk of the governing body(as appropriate).

Office use

Date received:		Date acknowledgement sent:		Responsible staff initials:	
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Annex 3

Summary of Complaints Procedure for Parents and Carers (Part 1)

Stage 1: Informal concerns
Parent brings concern to attention of member of staff
Most issues will be resolved within 15 school days
Where no satisfactory solution has been found, parent to be advised to proceed to Stage 2
Stage 2: Formal Written Complaint
Parent to put complaint in writing using Complaint Form within 10 school days
Complaint to be acknowledged within 5 school days
(Optional) <u>Meeting</u> with parents within 10 school days
Response to the complaint sent within either: a. 15 school days following a meeting with the parent, or b. 25 school days of the written complaint being received if there is not a meeting with the parent, unless the matter is exceptionally complex.
Stage 3: Referral to Complaints Committee
Parent to request hearing within 10 school days of receiving notice of the outcome of Stage 2
Request to be acknowledged within 5 school days
Hearing to take place within 20 school days of receipt of request
Notification of date, time and place of the hearing and information about the committee members sent at least 5 school days before the hearing
Academy representative and parents to submit evidence in support of their case to Clerk at least 3 school days before the hearing
Complaints Committee decision sent not more than 10 school days after the hearing