



COMPLAINTS POLICY

DATE CREATED:	1 APRIL 2015
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DATE APPROVED:	MARCH 2017
APPROVED BY:	LOCAL GOVERNING BODY
REVIEW DATE:	1 APRIL 2019

COMPLAINTS POLICY

This procedure is laid down under the Education Reform Act for dealing with complaints about the action of the Management Committee and the LA in respect of the centre curriculum and related matters. Under the Citizens' Charter, we are required to have a written procedure for dealing with complaints. The procedure is formally described in a document which is available at the Main Office/Reception of the centre.

It is hoped that the majority of complaints can be resolved informally in a meeting or over the telephone. It is helpful if any complaints can be put in writing. This will assist us in verifying the problem and in seeking a satisfactory explanation or resolution as quickly as possible. If you would like assistance in setting out your complaint the centre will, if asked, help you do this, facilitating access to translation services where necessary.

The centre promises to deal with complaints as follows:

- Formally acknowledge the complaint within five working days
- Tell the complainant the name and telephone number of the person looking into your complaint
- Respond to the complaint within twenty centre working days (i.e. centre term days) or if it is not possible to give you a complete answer the complainant will be told what is being done to investigate the complaint and how long this will take.
- The complainant will be told if the matter has to be dealt with under a special procedure.

Any complaint, as described above, is initially dealt with by the Team Leader. If not resolved, the matter is then referred to the Executive Head Teacher. If still not resolved, the LA will establish a formal meeting to settle the matter. Alternatively, if the person who made the complaint is still not satisfied with the outcome at this stage, the next step would be to write to the chairman of the Governing Body, the Local Education Authority or both. Their addresses are supplied below:

Mr Julian Kirkpatrick
Telford College
Haybridge Road
TF1 2LP
Wellington

Mr Mark Hazlehurst
Kickstart Academy
Haybridge Road
TF1 2LP
Wellington
Telford

Where necessary, the Executive Head Teacher will arrange for the Management Committee to consider the matter. Even at this stage it is hoped that the complaint can be resolved informally and the Executive Head Teacher will attempt to do this if at all possible.