Stockport Academy
The best in everyone™
Part of United Learning

Complaints Policy

Contents

Policy Statement 3
Policy Aims and Guidance 4
Procedures 7
Stage 1: INFORMAL RESOLUTION 7
FORMAL RESOLUTION 9
Stage 2: Investigation and Response by the Principal. 9
Stage 3: Investigation and Response. 9
Stage 4: Review by the Local Governing Body (LGB) Complaints Panel 11
Responding to complaint campaigns 14
Vexatious Complaints 14

COMPLAINTS

Policy Statement

Stockport Academy ('the School') prides itself on the quality of teaching and pastoral care provided to its students. It recognises that parents/carers (complainant) may, from time to time, have concerns about the progress, achievement, behaviour or welfare of their child. Parents/Carers are encouraged to make those concerns known to staff so that they can be addressed in partnership with the school.

The school will take all concerns and complaints seriously and will make every effort to deal with complaints informally, at an early stage, in the spirit of continued respect and partnership.

This is a four-stage process. In most cases, any concern or complaint, regardless of whose attention to whom it is initially brought, should be discussed informally at stage 1, before being submitted to a formal process. Complaints concerning the Principal may proceed directly to formal process at stage 3 and will be managed by the chair of the Local Governing Body (LGB). A meeting is likely to be arranged in the first instance.

Definitions

This policy deals with concerns or complaints from parents/carers of current students and parents/carers of former students provided the complaint was initially raised when the student was still registered at the school.

Matters falling outside of this policy

- This procedure does not apply in relation to appeals against admissions or exclusions which are managed under a separate statutory procedure. Please see the relevant School policies Stockport Academy > Information > Policies (stockport-academy.org);
- This procedure does not apply to safeguarding concerns regarding children or allegations of abuse made against teachers, and other staff, including supply teachers and volunteers, which are managed under the School's Safeguarding Policy and is distinct from formal staff disciplinary, grievance or capability proceedings;
- Where the complaint concerns a third party or service used by the school please complain directly;
- For 'Subject Access Requests' and 'Freedom of Information Requests' please see the Data Protection and Freedom of Information Policy Stockport Academy > Information > Data Protection (stockport-academy.org); or
- For whistleblowing complaints, please refer to the United Learning (UL) whistleblowing policy Stockport Academy > Information > Policies (stockport-academy.org).

It should be noted that any member of the public may raise a legitimate concern or complaint with a school. In these rare instances, the Principal is authorised to investigate and respond to the complainant in writing. We would expect this process to be completed in line with the timescales indicated at stage 2 of the complaint policy.

Policy Aims and Guidance

We aim to:

1: Encourage the informal and early resolution of complaints at stage 1, so far as it is possible.

We aim to deal with all matters of concern raised by the complainant promptly, fairly, openly, and without Prejudice. Concerns and complaints are more likely to be resolved informally when all parties commit to working together towards a resolution in the spirit of co-operation. Informal resolutions will usually involve a meeting between the complainant and the school. Any concern or complaint should be listened to by an appropriate member of the staff team, usually the class teacher, year group or pastoral leader or a member of the leadership team (as appropriate to the nature of the complaint). Where further information is needed, we will aim to respond in a timely and sensitive manner. It also helps to understand what a satisfactory outcome would look like to the complainant. We aim to resolve matters at stage 1 within 15 working days.

When managing a concern or complaint informally at stage 1, the complainant may, if they are not satisfied with the response, escalate their complaint to the formal stage of this procedure.

Mediation meetings may be helpful in resolving issues of concern or in mending relationships and moving forward in partnership with the complainant, however these sit outside of the formal complaints process.

2: Ensure that complaints process is easy to understand and access and is readily available.

United Learning has endeavoured to make its procedures as accessible as possible. Parents should not be put off from making a complaint because they are not sure how to do so. This complaints procedure is available on the school website and can be made available in hard copy on request from reception.

3: Keep the formal procedure to four distinct stages.

Stage 2 is a formal investigation and response. Stage 2 complaints should be made to the Principal, (or Stage 3 to the Chair of Governors if the complaint concerns the Principal) who will investigate and provide a formal response.

Stage 3 is a formal referral to the Local Governing Body (LGB) via the Chair of Governors who will investigate and provide a formal response.

Stage 4 is a review of the complaint by a Complaints Panel. If the complainant remains dissatisfied with the outcome at stage 3, trustees have delegated the LGB with authority to review the complaint on its behalf at **Stage 4.** The stage 4 panel **must** include independent representation*.

Resolution should be sought at all stages.

*It is a requirement of the Education (Independent School Standards) Regulations 2014 that, where there is a panel hearing of a complaint, one panel member is independent of the management and running of the school. United Learning determine this to mean external to the individual school and therefore a Governor from another LGB within UL may be asked to join a review at stage 4.

The DFE confirms that; '*with the exception of the Multi-Academy Trust's (MAT) trustees, we are satisfied that a governor, from a local governing body at a different school within the MAT, who has no conflict of interest or prior knowledge of the complaint, can be an independent panel member. This is because such person would have no direct involvement with the management and running of the school being complained about.'*

4: Ensure that as few governors as possible are involved in the management of a complaint.

The school aims to ensure that members of the LGB do not become directly involved in the detail of a complaint, so they are not prevented from sitting on a Complaints Panel if called upon to review complaints under Stage 4.

Where a complaint has been made about a member of the local governing board or the entire governing board, the LGB clerk should seek advice from the Head of Local Governance at United Learning about how the procedure should apply and proceed given the nature of the complaint. This may involve sourcing an independent investigator and/or panel to hear the complaint.

5: Records should be kept at both stages of the formal process

It is important that those responsible for reviewing a complaint at each formal stage keep records of what the complaint was, whether it was resolved following a formal procedure or proceeded to a panel hearing, any action taken by the school as a result of the complaint (regardless of whether they are upheld), any evidence that was considered, and the outcome. The school will ensure that, in accordance with the Education (Independent School Standards) Regulations 2014, a copy of the findings and recommendations made at the panel review stage are provided in writing to the complainant and, where relevant, the person complained about, as well as being made available for inspection on the school premises by United Learning, as the proprietor and the Principal.

Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

Any personal information recorded in regard to the complaint will be kept in accordance with the principles of the General Data Protection Regulation (GDPR) and Data Protection Act 2018 (see the ICO website) and in accordance with the School's Privacy Notice and Data Retention Policy.

The school processes data in accordance with its privacy notice Stockport Academy > Information > Data Protection (stockport-academy.org). When dealing with complaints the school (including any panel member appointed under the Stage 3/4 process) may process a range of information, which is likely to include the following:

- The name of the complainant;
- The date and time at which the complaint was made;
- The details of the complaint;
- The desired outcome of the complainant;
- How the complaint is investigated (including written records of interviews held);
- Findings and recommendations of investigations;
- Any action taken; and
- The complainant's response (satisfaction or further pursuit of complaint).

This may include 'special category personal data' (including sensitive data such as information relating to physical or mental health) where this is necessary owing to the nature of the complaint.

6: Review the Complaint Procedure regularly

United Learning is confident that the complaints procedure it recommends to schools is thorough, clear and robust. As a matter of good practice UL will therefore review this procedure every two or three years to ensure it remains fit for purpose. The procedure may need to be amended before the review date if, for example, there are any changes to the law, or if it becomes apparent, as a result of a complaint, that the procedure is not working effectively. Any proposed amendment of the procedure will therefore be carried out centrally and submitted to Local governing boards for approval.

In line with our publication scheme, this document is available to all interested parties on our website and on request from the main school office and should be read in conjunction with the following documents; Assessment Policy, Anti-Bullying Policy, Safeguarding Policy, SEND Information Report, Admissions Policy, Behaviour Policy and Exclusion Policy.

The number of complaints registered under the formal procedure during the preceding school year is available on request from the Clerk to the LGB.

If complainant is unhappy with how the School has managed their complaint under this procedure, they may complain to the Education and Skills Funding Agency (ESFA), Academies Complaint and Customer Insight Unit, Cheylesmore House, Quinton Road, Coventry, CV1 2WT or Ofsted, Piccadilly Gate, Store St, Manchester, M1 2WD.

School and UL Contact Details

Principal:	Mrs J McCann via linda.duffy@stockport-academy.org
Chair of the LGB:	Mr D Robinson via linda.duffy@stockport-academy.org
Clerk to the LGB:	Ms J Poulton, One Education via linda.duffy@stockport-academy.org
Head of Local Governance:	Susan Breckell susan.breckell@unitedlearning.org.uk
Company Secretary:	Alison Hussain Alison.hussain@unitedlearning.org.uk

Procedures

Stage 1: INFORMAL RESOLUTION

The LGB of Stockport Academy encourages those that have concerns to raise them with the appropriate person at the school (e.g. your child's class teacher) and to work constructively with that person towards resolving them. The majority of concerns can be dealt with without resorting to the formal stages of the formal complaint procedure. We recognise that, almost invariably, the sooner concerns are raised the easier it is for an appropriate resolution to be found. An in-person meeting may be arranged to be able to understand the full details of the concerns.

Please see the following contacts in school for support:

- Concerns of a pastoral nature should normally be made to your child's Head of Year in the first instance;
- Concerns of an academic nature would be through the class teacher or Curriculum Area Leader; and
- If the nature of your concern is broader and may cover both academic and pastoral issues then concerns should be directed to either Vice Principal for Pastoral or Vice Principal for Curriculum.

The member of staff will acknowledge the complaint normally within 3 working days of receipt. They will try to identify areas of agreement and clarify any misunderstandings that might have occurred which is likely to be via a meeting in school. They may make a written record of your concern or complaint, the date on which it was received, and then try to resolve the matter themselves or refer you to the appropriate person.

The extent to which complainants have attempted informal ways of addressing an issue may be taken into consideration when assessing the reasonableness of a complaint during the formal stages of the procedure.

If a complaint cannot be resolved informally within 15 working days, or if the relevant member of staff and the complainant fail to reach a satisfactory resolution, then the complainant should proceed with their complaint in accordance with **Stage 2** of this Complaints Procedure.

<u>Complaints about a member of staff or the Principal</u>
Where a complaint is about a member of staff, the Principal will investigate or will delegate responsibility to investigate to a senior member of staff (Vice Principal or Assistant Principal for example).

Where the subject of the complaint is the Principal, the complainant should notify the Clerk to the Governors (see contact details at page 6 of the document). The formal, **Stage 2** process will then commence, but with the Chair of Governors as the individual responsible for the investigation, rather than the Principal.

For reasons of confidentiality, complainants will not be informed of the outcome of any disciplinary action against any member of staff, arising from a complaint.

<u>The timescale for making a complaint</u>
All complaints will be handled within clear and reasonable timescales. Please note that, for the purposes of this procedure, working days refers to weekdays (Monday to Friday) during term time, excluding bank holidays. This means that during school holidays it may take longer to resolve a complaint although the school will do what is reasonably practicable to avoid undue delay.

Timescales for investigating and/or responding to a complaint may also need to be extended in the event of a force majeure, a pandemic or as the result of enforced government restrictions. The School will inform the complainant if there is to be a delay to the anticipated timescales, for instance because of disruption to the School, staff absence or site closure.

Parents are expected to proceed with their complaint in a timely and reasonable manner. To enable effective review, the school therefore expects complaints to be raised within 3 months of an issue arising. Complaints outside this timeline will only be considered in exceptional circumstances. These may include (but are not limited to) subsequent information about the complaint coming to light and a valid explanation of why it was not possible to give notification of the complaint sooner. In such cases the principal/chair of the governing board/clerk to the governing board (as appropriate) will review the circumstances, may seek advice, and determine whether the complaint is to be considered under this policy. It is also expected that if the complainant wishes to escalate their complaint to the next stage of the procedure, they will generally do so within 15 working days of the conclusion of the current stage. Depending upon the circumstances, the school may, acting reasonably, treat a complaint as closed if the complainant has not proceeded within this timeframe.

Maintaining records

Notes may be made to support the informal management of complaints and the school may also keep an informal record of any meeting held or any agreed action to be taken. These will be processed by the school in line with the relevant privacy notice (Stockport Academy > Information > Data Protection (stockport-academy.org)). Records taken and used throughout the complaints process, including correspondence, notes of meetings, telephone calls etc., will be kept securely and in accordance with the principles of the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

The record of complaints is kept for at least 7 years and may be kept for longer if there is a safeguarding aspect to the complaint.

The number of complaints registered under the formal procedure during the preceding school year is available on request from the PA to the Principal.

Maintaining confidentiality

Correspondence, statements and records relating to individual complaints are kept strictly confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

Concerns and complaints will be dealt with confidentially at all stages and at the conclusion of the procedure. Confidentiality should be maintained at all times by everyone involved. Complaints are not to be discussed externally by parents/carers/the complainant, including via social media.

Actions taken in relation to school staff that arise from complaints will remain confidential to the school and the member of staff concerned.

Safeguarding

Wherever a concern indicates that a child's wellbeing or safety is at risk, the school is duty bound to act on this which may include reporting this immediately to the local authority. Any action taken will be in accordance with the school's safeguarding policy which is available on the school website.

FORMAL RESOLUTION

Stage 2 - Investigation and Response by the Principal

1. A request for a formal investigation of a complaint by the Principal should be made in writing, or by completing the formal complaints form that is included as Appendix 1. The Principal will decide, after considering the complaint, the appropriate course of action to take. An in-person meeting may be arranged to be able to understand the full details of the complaint/concerns.

2. The Principal will acknowledge the request in writing, within no later than 10 working days (excluding those that fall in the school holidays) of receiving it. The written acknowledgment will, as far as possible, explain how the complaint will be investigated and the timescale for completing any necessary investigation and delivering a response.

   A log of all correspondence in relation to the complaint will be kept in accordance with the Data Protection Principles.

3. It may be necessary for the Principal to carry out further investigation. In Investigating, the Principal will consider all evidence they consider relevant. This may include, but is not limited to:
   - obtaining statements from the complainant and those involved with the complaint;
   - meeting/speaking with the complainant and those involved in the complaint; and
   - reviewing relevant correspondence and other documents relating to the complaint.

4. After considering all matters the Principal considers relevant, they can decide to:
   - uphold the complaint and direct that certain action be taken to resolve it;
   - uphold the complaint in part (in other words find an aspect or aspects of the complaint to be valid, but not the whole complaint) direct for certain action to be taken; or
   - dismiss the complaint entirely.

5. The Principal will inform the complainant of their decision in writing, the grounds on which it was made, and any actions taken as a result of the complaint. Wherever reasonably practicable, this will be within 20 working days (excluding those that fall in the school holidays) of having issued written acknowledgement of receipt of the complaint (see 2 above) or within 10 working days after any meeting or speaking with the complainant to discuss the Stage 2 complaint. The written notification shall also advise the complainant of their right to escalate the complaint to Stage 3 of the formal complaints procedure if they are not satisfied with the outcome at Stage 2.

6. The complainant may request a review at Stage 3 of the procedure within 15 working days of receipt of the stage 2 outcome letter.

7. If the complainant does not invoke a Stage 3 review within this timeframe the school may, acting reasonably, deem the complaint closed.

Stage 3 - Investigation and Response.

8. A request for a formal investigation of a complaint by the Chair of the LGB (the Chair) if the complaint concerns the Principal, or the matter has not been resolved under Stage 2, should be made in writing, or by completing the formal complaints form that is included as Appendix 1 of this procedure. The Chair will decide, after considering the complaint, the appropriate course of action to take. An in-person meeting may be arranged to be able to understand the full details of the complaint/concerns.

9. The Chair will acknowledge the request in writing, within no later than 10 working days (excluding those that fall in the school holidays) of receiving it. The written acknowledgment will, as far as possible, explain how the complaint will be investigated and the timescale for completing any necessary investigation and delivering a response.

10. A log of all correspondence in relation to the complaint will be kept in accordance with the Data Protection Principles.

11. It may be necessary for the Chair to carry out further investigation. In Investigating, the Chair will consider all evidence they consider relevant. This may include, but is not limited to:
    - obtaining statements from the complainant and those involved with the complaint;
    - meeting/speaking with the complainant and those involved in the complaint; and
    - reviewing relevant correspondence and other documents relating to the complaint.

12. After considering all matters the Chair considers relevant, the Chair can decide to:
    - uphold the complaint and direct that certain action be taken to resolve it;
    - uphold the complaint in part (in other words find an aspect or aspects of the complaint to be valid, but not the whole complaint) direct for certain action to be taken; or
    - dismiss the complaint entirely.

13. The Chair will inform the complainant of their decision in writing, the grounds on which it was made, and any actions taken as a result of the complaint. Wherever reasonably practicable, this will be within 20 working days (excluding those that fall in the school holidays) of having issued written acknowledgement of receipt of the complaint (see 9 above) or within 10 working days after any meeting or speaking with the complainant to discuss the Stage 3 complaint. The written notification shall also advise the complainant of their right to escalate the complaint to Stage 4 of the formal complaints procedure if they are not satisfied with the outcome at Stage 3.

14. The complainant may request a review at Stage 4 of the procedure within 15 working days of receipt of the stage 3 outcome letter.

15. If the complainant does not invoke a Stage 4 review within this timeframe the school may, acting reasonably, deem the complaint closed.

STAGE 4: Review by the Local Governing Body (LGB) Complaints Panel

The complainant is entitled to request a review of the decision and the actions taken at Stage 3. The review is carried out by a complaints panel, at a meeting convened by the LGB clerk and provides an opportunity for the complaint to be heard afresh.

Requests for a review of the decision taken at stage 3 should be made in writing to the LGB clerk (see contact details Page 6) no later than 15 working days after receipt of written notification of the decision at Stage 3. The request should include a summary of the complaint, why the complainant is dissatisfied with the outcome of stage 3 and the outcome they are seeking.

The LGB clerk will convene a meeting of the complaints panel and will organise the time and date of the Stage 4 review meeting, inviting all the attendees, collating all the relevant documentation and distributing this to all parties, no less than 5 working days in advance of the meeting. Minutes of the review meeting will be taken by the clerk and provided with the written notification of the decision taken at Stage 4 (see 9 below).

The following steps are taken at Stage 4

1. The clerk will acknowledge the written request for the complaint to be reviewed no later than ten working days (not including the school holidays) after receiving it.

2. The LGB clerk will convene a panel of three people who were not directly involved in the detail of the complaint, which must include someone independent of the running and management of the school, to review the complaint. A governor from a local governing body of a different school within United Learning, provided they have no conflict of interest, may sit as an independent panel member.

3. If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the meeting or further investigation be carried out. Copies of such particulars shall be supplied to all parties usually not later than 5 working days prior to the meeting or 3 working days if requested after receipt of the full pack of documents.

4. The review meeting will take place within 20 working days (excluding those which fall in the school holidays) of receipt of the written acknowledgement from the clerk (see 1 above).

5. The review meeting is not a court case and will be as informal as circumstances allow and conducted in such a manner as at the discretion of the Panel. The meeting may be convened remotely or face to face within school. The Panel members are not legally trained and therefore cannot making findings as to points of law.

6. The panel **may** speak with the following, either as part of the review meeting, or as part of any further investigation:

    - the complainant;
    - the Principal who investigated the complaint and made the decision at Stage 2;
    - the Chair of the LGB who investigated the complaint and made the decision at Stage 3;
    - relevant persons involved the complaint; or
    - persons whom, in the view of the panel, can provide relevant advice and information relating to the subject of the complaint and the review process at Stage 4.

7. Where the complainant, Principal and/or relevant person involved in the complaint have been invited to attend the review meeting, they are entitled to be accompanied by a family member/friend/representative as appropriate. However, legal representatives are not permitted to attend the review meeting.

8. The complainant may attend and be accompanied at the panel meeting by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not be appropriate. The complainant should notify the LGB Clerk at least 3 working days in advance of the hearing of the name and occupation of an accompanying person (if relevant).

9. The Panel meeting will go ahead unless the complainant indicates that they are satisfied and do not wish to proceed further. A Panel meeting may proceed notwithstanding the complainant may subsequently decide not to attend, in which case, the Panel will consider the complaint in absentia and issue findings on the substance of the complaint, thereby bringing the matter to a conclusion.

10. Where the complaint is about a governor or the LGB itself, the complainant may request that the review meeting is held by an independent panel. This is at the discretion of the LGB/ United Learning who will notify the clerk of their decision. Where an entirely independent panel is required, timescales may be affected while the school source appropriate individuals for the review.

11. If possible, the panel will resolve the complainants' complaint without the need for further investigation. Where further investigation is required, the panel will decide how it should be carried out, and may undertake any such further investigation, and ask for any such further information as it considers necessary, in order to be able to reach a finding in respect of the complaint. After due consideration of all facts they consider relevant, the panel will make findings as to whether the Stage 3 decision was a reasonable one and accordingly can decide to:
    - uphold the complaint and recommend that certain action be taken to resolve it;
    - uphold the complaint in part (in other words find an aspect or aspects of the complaint to be valid, but not the whole complaint) and recommend certain action to be taken; or
    - dismiss the complaint entirely.

12. The Panel may make recommendations to the school as a result of its deliberations but has no power to compel the school to take action.

13. The complainant, the Principal, and/or Chair of the LGB who investigated the complaint and made the decision at stage 1, and, where relevant, the person complained about will be informed in writing of the panel's findings and any recommendations, normally no later than 10 working days (excluding those which fall in the school holidays) after the review meeting has taken place.

14. A confidential written record of all complaints that are made in accordance with the formal stage of this procedure will be kept by the school. The written record will include whether the complaint has been resolved following a formal procedure and whether it proceeded to a panel review meeting. It will also refer to any action taken by the school, regardless of whether it has been upheld.

15. The School will ensure that, in accordance with the Education (Independent School Standards) Regulations 2014, a copy of the findings and recommendations made at the panel review stage are provided in writing to the complainant and, where relevant, the person complained about, as well being made available for inspection on the school premises by United Learning and the Principal.

Stage 4 is the final stage at which the school will consider the complaint.

Right to appeal

If the complainant remains dissatisfied with the outcome of the complaint procedure, they may contact United Learning.

United Learning reserves the right to consider each complaint on a case-by-case basis.

If deemed appropriate, it may appoint a senior representative to carry out a desktop exercise to review the complaint and the action taken by the school. They will then give a direction and ensure the complainant is appropriately informed.

They may either

- Uphold the outcome at stage 4; or
- Overturn the outcome at stage 4 and direct a further review by independent LGB panel

An independent review panel will consist of three governors, all of whom must be external to the LGB of the school. It will follow the same process outlined in Stage 4 above. The decision of the designated UL representative or any subsequent review panel is final and binding.

Timescales:

Requests for UL review will not normally be considered beyond fifteen working days from receipt of a stage 4 outcome unless there are exceptional circumstances.

Complainants will be given a written response to their complaint by UL within 15 school days from the receipt of the request to review by United Learning's Central Office.

Independent review panels should aim to be convened within a further 15 working days of receipt of the direction**.**

A letter of final outcome should be made available to the complainant within 5 working days of the Independent Panel Hearing.

Complainants requesting review by United Learning are advised to contact the Head of Local Governance, Susan Breckell susan.breckell@unitedlearning.org.uk

Right of appeal to the EFSA

If the complainant is not satisfied they may choose to escalate their complaint to the EFSA by post at; Academies Complaint and Customer Insight Unit, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

Complaints about governors

Where a complaint concerns a governor, the complainant should contact the LGB clerk. The LGB clerk will then determine the most appropriate course of action, seeking advice from the Head of Local Governance, as appropriate. This will depend upon the nature of the complaint.

Complaints about the CEO, UL officers or members of United Learning central team

Where a complaint concerns a member of United Learning staff, this should be referred to the Company Secretary, Alison Hussain, who will determine the most appropriate person to review the complaint.

The School will provide Ofsted and the Independent Schools Inspectorate (as appropriate), on request, with a written record of all complaints made during any specified period, their outcome and the action that was taken as a result of each complaint, which will include details of whether the complaint was upheld.

You may also complain directly to ISI or OFSTED if you believe that the School is not meeting the Early Years Foundation Stage requirements.

Responding to complaint campaigns

Occasionally schools can become the focus of a campaign and receive large volumes of complaints;

- All based on the same subject; and/or
- From complainants unconnected with the school.

In these rare instances, the school will seek advice from United Learning central office and may respond using a template response to all complainants. Alternatively, the school may choose to publish a single response on its website. In these circumstances we would expect to respond to a complaint campaign within 30 working days.

Vexatious Complaints

There will be occasions when, despite all stages of the procedures having been followed, and where central office has agreed to investigate, the complainant remains dissatisfied. If the complainant tries to reopen the same issue or a closely related issue that has already been dealt with under this complaints procedure, the relevant United Learning Director and the Chair of the LGB will inform the complainant in writing that the procedure has been exhausted and that the matter is now closed.

If the complainant writes again on the same issue, then the correspondence may be recognised as vexatious and there will be no obligation on the part of the school or Central Office to respond to any further correspondence on the same issues or a closely related issue.

Whilst we understand that some matters may be potentially upsetting, if the conduct of the complainant is inappropriate, threatening or abusive (either in person or in written form), the school reserves the right to regard the matter as a vexatious complaint and there will be no obligation on the part of the school to respond.

Agreed by Stockport Academy LGB October 2026

Review: October 2028

Signed by Chair of LGB _____

David Robinson (Chair)

Signed by Principal

_____

Janine McCann (Principal)

Appendix 1: Complaint Form

Please complete in BLOCK CAPITALS and return to the Principal's PA who will acknowledge receipt and explain what action will be taken.	
Your name	
Student's name	
Your relationship to the student	
Address	
Postcode	
Contact telephone number (1)	
Contact telephone number (2)	
Please give details of your complaint below	
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?)	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork?	**YES / NO**
If so, please give details.	
Signature:	**Date:**

For Official use only			
Date acknowledgement sent		Complaint resolved at which stage	
Acknowledgement sent by		Complaint recorded in school records	
Complaint referred to			
Complaint referred on (date)			

Appendix 2: Complaint Process- Timelines

