

COMPLAINTS FROM PARENTS / CARERS PROCEDURE POLICY

(See also Complaints Procedures Issued by the Sovereign Trust,
available on the School's Website)

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9	OCTOBER 2022	NO CHANGES
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Policy Agreed	04/02/2021
To be reviewed	SEPTEMBER 2025
Owner	ALMUT BEVER-WARREN
Designation	HEADTEACHER

The following information will be available to all pupils, parents, advisers and Children's Services officers. This document will be discussed with all pupils during their initial period in school.

The procedures below will be followed in the event of a complaint being made by parents or carers against the school.

1. If parents or carers have a complaint against the school, they may initially wish to contact the headteacher Mrs Almut Bever-Warren who will investigate the complaint and will respond with the outcome within five working days. If the headteacher is unavailable, one of the Deputies, Laura Clegg or Philippa Peplow will deal with the complaint in the first instance.

At any point during this process, parents/carers can contact the Salford Information Advice and Support Services (SIASS) on 0161 778 0343/0349 or 07720 544560 to ask for further support and advice.

SIASS will support any parent with a child with special needs and can help with contacting school, attending meetings or write formally to the school or the Board.

2. If parents/carers want to complain about New Park's SEN support, they should do so whilst the child is registered with the school. This includes complaints that school has not provided support required by your child's Education Health and Care Plan. Please talk to the special educational needs co-ordinator G r a e m e B r i e r l e y (0161 532 3254 or email gbrierley@newparkacademy.org), or contact the headteacher, Almut Bever-Warren (0161 5323261 /07906 610782) or email abeverwarren@newparkacademy.org) about your complaint.
3. Parents or carers can also contact Salford's SEN department on 0161 778 0406 to discuss their concerns. They will listen and contact school to try and resolve the issue
4. If parents or carers are not satisfied with the initial response about a general complaint, they should contact the chair of the advisory Board, Ms Yvonne Luckin. The Chair of the Advisory Board will investigate the complaint further and respond in writing within five working days. If the complaint is against the Headteacher, the complaint should be directly addressed to the Chair of the Advisory Board Ms Yvonne Luckin by sending it for

her attention to the school address. The Chair of the Advisory Board will investigate and respond within five working days.

5. If the parents or carers are still not satisfied with the response, they should inform the CEO of the Sovereign Trust, Paul Eckley, (pauleckley@thesovereigntrust.uk) who may either arrange a panel hearing or will hear the complaint directly. The panel will comprise of three people not directly involved in the matters detailed in the complaint. One member of the panel will be independent of the running and management of the school. The date of the panel meeting will be arranged to take account of the convenience of the parents/carers as well as the school and will take place within a time limit of fifteen working days.
6. Parents or carers will be invited to bring with them another person or persons to support them at the panel hearing if they wish.
7. The panel will hear the complaint and will hear the outcome of the school's investigations and its response to these. The panel will then make findings and recommendations which will be communicated in writing within five working days to the Advisers, the Headteacher, the CEO, Salford SEN Department, the parent or carer and, where appropriate, the person complained about.
8. If the nature of the concern relates to the placement of the pupil at school, it may be decided to call a meeting inviting a representative from Salford SEN and/or Children's Services.
9. A written record of all complaints and their resolution will be kept. These records and any correspondence relating to a complaint will remain confidential except where the Secretary of State or a body conducting an inspection under section 163 of the Education Act 2002 requests access to the records.

Complaints from Pupils

The procedures below will be followed in the event of a pupil making a complaint against a member of staff, a fellow pupil or any other person or situation either in school or outside.

Pupils may wish to talk to an adult they trust about a situation that is causing them concern. This situation may relate to school, be it the work in class or their relationship with either staff or peers or may relate to a problem outside the school environment. The pupils should realise they have a choice of who they wish to talk to, but they must also realise that there are occasions when specific information discussed may have to be referred to other professional parties concerned.

Within school pupils can initially talk to:

- a) Their teacher.
- b) Their Teaching Assistant.
- c) The person who is in charge of their transport arrangements.
- d) The Headteacher Almut Bever-Warren.
- e) The Deputy Headteachers Laura Clegg or Philippa Peploe
- f) The Assistant Headteacher at the Juniors, Nicola Webster
- g) The Assistant Headteacher Claire Brennan at the EOTIS Hub
- h) The School Counsellor Karen Seymour.
- i) Any other member of staff.

Any situation which contains any form of complaint must be written up by the member of staff in the pupil complaint log. If this is regarded as a serious nature, then parents, the Advisers, and Salford SEN will be informed as soon as possible.

The pupil may wish to talk to another adult outside the normal school environment; there again should be free choice of external adults prepared to listen to the pupil. It should be noted that pupils must be in a coherent and responsive frame of mind when discussing the complaint. They have the choice of the following people or organisation to talk to:

- 1. Parents.
- 2. Salford SEN
- 3. Salford Children's Services.
- 4. An organised help line.

There is a distinction between needing an adult or trusted person to talk to and registering an official complaint. After an initial discussion about a problem, the pupil, the listener, or both, may decide to a) only talk about the situation or b) make an official complaint. All official complaints must be recorded; if a pupil is unable to record the problem personally, then a record will be made which the pupil will be expected to sign.

The following are some occurrences when a pupil may wish to complain:

1. Being bullied, verbally or physically.
2. Being treated by an adult in an unfair way.
3. Being discriminated against due to sex or race.
4. Being expected to complete inappropriate work.
5. Having possessions stolen or damaged.

Everybody has the right to be treated consistently and fairly; if you are not, then you have the right to complain.

There may be occasions where parents wish to contact school by telephone, or in writing regarding a specific issue relating to either their child or the management or organisation of the school. Their comments will be noted, investigated and responded to within two working days. There may also be a need to pass on parental comments to relevant agencies for action or information. Through the school's policy of open dialogue with parents, issues may be dealt with promptly on an informal basis with resolution and agreement being reached by all parties.

How to complain: a brief summary for pupils

If you are worried about something in school, for example you have a problem with a member of staff or another pupil, or you may be worried about something outside of school, find an adult you trust and feel you can talk to.

It could be your Teaching Assistant, your teacher, one of the Deputy Headteachers, Ms Clegg or Ms Pelpoe, or the Asst Headteacher Nicola Webster, the Assistant Headteacher Claire Brennan at the Hub or the Headteacher Mrs Bever-Warren, or really any member of staff you like.

You may find that just chatting about it may help and you don't want anything else to be done.

You may feel that it is more serious. In this case we may need to discuss which other adults should know about this. If staff believe you could be in an unsafe situation, they HAVE to pass it on – that is the law!

It may be something that is not particularly unsafe but it still needs to be sorted by an adult. In this case, staff will discuss with you what you would like to happen next.

You have the right to feel safe and happy in school – and the adults around you want to make sure things work out for you.

If you don't feel like talking to a member of staff, you can ring .



**New Park Academy
 Complaints Procedure Flow Chart**

Complaint made by parent/carer by telephone, in writing or by prior appointment to the Headteacher Almut Bever-Warren. Complaint investigated and response given within 5 working days
At any point during this process, parents/carers can contact Salford Information Advice and Support Services (SIASS) 0161 778 0343/0349 or 07720 544560
Should the response be considered unsatisfactory, parents/carers can contact the Chair of the Advisory Board, Ms Yvonne Luckin ,who will investigate further and respond within a further 5 working days. (School Address)
If the complaint is against the Headteacher, the complaint should be addressed directly to the Chair of the Advisory Board (Ms Yvonne Luckin) by sending it for her attention to the school address. The Chair of the Advisory Board will investigate and respond within five working days.
If the parents or carers are still not satisfied with the response, they should again inform the CEO of the Sovereign Trust, Paul Eckley, who may either arrange a panel hearing or will hear the complaint directly
Parents or carers will be invited to bring with them another person or persons to support them at the panel hearing if they wish.
The panel will hear the complaint and will hear the outcome of the school's investigations and its response to these. The panel will then make findings and recommendations which will be communicated in writing within five working days to the CEO, the Advisory Board, the headteacher, Salford SEN, the parent or carer and, where appropriate, the person complained about.
If the nature of the concern relates to the placement of the pupil at school, it may be decided to call a meeting inviting a representative from Salford Children's Services.

A written record of all complaints and their resolution will be kept. These records and any correspondence relating to a complaint will remain confidential except where the Secretary of State or a body conducting an inspection under Section 163 of the Education Act 2002 requests access to the records