



**COMPLAINTS  
PROCEDURE**

## INSIGHT MAT POLICIES AND PROCEDURES

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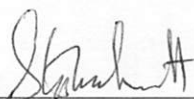
### CHANGE CONTROL

Date	Issue	Details of change
10/01/2017	0.a	Initial Draft
30/06/2017	0.b	Updated following review by Trustees
19/07/2017	1.0	Updated following approval at Board Meeting 18/07/2017
26/06/2019	1.0	No Changes – approved at Board Meeting 26/06/2019
21/06/2021	1.a	Minor changes following review
30/06/2021	2.0	Updated following approval at Board Meeting 30/06/2021
Summer 2023	2.a	Minor changes following review
Summer 2023	3.0	Updated following approval at Board Meeting 14 <sup>th</sup> June 2023

### AUTHORISATION

Approved at Board Meeting on 14<sup>th</sup> June 2023

Signed:



14-6-23

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**Chair of Board**

**Date**

## **Complaints Procedure**

### **INTRODUCTION**

This document formally sets out the way in which complaints are addressed within the Insight Multi-Academy Trust (IMAT).

This policy pertains to all employees and, as appropriate, Governors, Trustees, Members, contractors, visitors and volunteers connected to Insight Multi-Academy Trust (IMAT).

### **AIM**

The aim of this procedure is to explain to parents and guardians the process to be followed when they wish to raise any issues or concerns, and details the way in which they should be addressed.

### **KEY ELEMENTS**

#### **EXPRESSING CONCERNS**

There are inevitably issues that arise that if dealt with in a considerate manner in the early days will avoid the need for any formal complaint.

In the case of any issue, the IMAT Board expects parents to initially consult with the member of the teaching staff they feel to be most appropriate or with the relevant pastoral contact of the Academy to which the issue relates, in an attempt to resolve the matter.

In the event of this contact not resulting in a successful outcome then the parent should escalate the issue to a member of the Leadership Group of that Academy.

If discussion with the member of the Academy Leadership Group fails to resolve the issue then it may be necessary to use the formal complaints procedure detailed below.

#### **FORMAL COMPLAINTS**

##### **STEP 1 – Academy Headteacher**

In the event of a failure to resolve an issue informally the complainant must advise the Headteacher of the academy to which the complaint relates if they wish to make a formal complaint by telephoning, writing a letter or arranging an appointment to meet with him/her.

Following this contact the Headteacher must provide the complainant with a written response, signed and dated. The response should:

## INSIGHT MAT POLICIES AND PROCEDURES

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- Summarise the outcome of this final informal discussion.
- Advise the complainant of their right to make a formal complaint to the Local Governing Body (LGB) if they are dissatisfied with the response.
- Include details of how to initiate the formal complaint process.

If a formal complaint is to be raised the complainant may make the complaint either in writing or verbally.

If the complaint is to be made in writing, the complainant should be sent copies of the documents in appendices 1 and 2 and advised to return either a completed form or a letter containing equivalent details to the Chair of the LGB c/o the Academy.

- Appendix 1:  
A form which the complainant may use to advise the LGB of their complaint
- Appendix 2:  
Details of how the complaint will be dealt with.

### **Note:**

The information contained in the Appendices must be provided on the Academy's letterhead.

If the complaint is to be made verbally, the person taking the complaint should fill in the details on a copy of the form shown in appendix 1. The written details must be read back to the complainant to ensure their accuracy and the means by which the complaint was made and the date and time of the lodging of the complaint entered where the signature and date are requested.

The complainant should also be advised of how the matter will be dealt with, detailed in appendix 2.

The completed form should be put in an envelope marked for the attention of the Chair of the LGB, Private and Confidential.

It is imperative that anyone who takes a verbal complaint should be aware of the confidentiality of the matter and must not share the information with anyone other than if requested by anyone involved in the investigation of the complaint.

### **STEP 2 – Local Governing Body**

When a formal complaint is received the Chair of the LGB or his/her representative, they will, in writing, acknowledge its receipt and advise the complainant of what will happen next, the timescales involved and the name of the person from whom they will next hear about the progress of the investigation of the complaint.

On completion of the investigation the complainant will be given a written response covering:

- The complaint.
- The scope of the investigation.

## INSIGHT MAT POLICIES AND PROCEDURES

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- The conclusion of the investigation.
- Any action which has resulted out of the investigation.

and offering the complainant the opportunity to discuss the response.

### **STEP 3 – Trust Board**

In the event of the complainant remaining dissatisfied with the outcome they may refer the matter to the Trust Board for further review by writing to:

Chair of Trust Board, c/o Sir Graham Balfour High School  
North Avenue, Stafford, ST16 1NR

Correspondence should explain:

- What the complaint to the LGB Body was.
- What response has been made to it.
- Why they think the LGB has, or (if appropriate) not followed a proper procedure in considering the complaint  
and/or
- Why they think the LGB consideration of the complaint was unreasonable (if appropriate).

The Chair of the Trust Board will arrange for a group of Trustees to review the matter in detail, involving the complainant as and when appropriate, and advise of their findings in writing.

If, following receipt of a written response from the Trust Board, the complainant remains dissatisfied and feels that the Academy / Trust has not followed the appropriate procedure, any relevant policies, or has failed to discharge a statutory duty, they may refer their complaint to the Schools Complaints Unit within the Department for Education at the address below:

The Schools Complaints Unit  
Department for Education  
2<sup>nd</sup> Floor Piccadilly Gate  
Manchester  
M1 2WD

The School Complaint Unit will not re-investigate the substance of the complaint as this remains the responsibility of the Trust/Academy, but if legislative or policy breaches are found, they will report them to the Trust/Academy and, if appropriate, require the Trust/Academy to take remedial action.

## **MONITORING and EVALUATION**

The MAT Board will formally review this policy according to the policy review schedule or more frequently if circumstances or legislation suggest it is appropriate.

# INSIGHT MAT POLICIES AND PROCEDURES

## APPENDIX 1

### COMPLAINTS

Please complete this form and return it to the Academy who will then forward it to the Chair of the Local Governing Body. Please continue on a separate sheet if necessary.

<b>Name</b>			
<b>Address</b>			
<b>Telephone Number Home/Mobile</b>		<b>Work</b>	
<b>Name of Child and Form Group</b>			
<b>Details of Complaint</b> (Please include the date or period of time to which your complaint relates, details of the complaint and confirm whether you have already expressed your concerns informally, and to whom and when).			
Please attach copies of any more information you have to back up your complaint, such as letters and reports.			
<b>Signed</b>		<b>Date</b>	

## APPENDIX 2

### **FORMAL COMPLAINTS TO THE LOCAL GOVERNING BODY**

Receipt of a formal complaint to the Local Governing Body will initiate the following sequence of events:

The Chair of the Local Governing Body will:

- Decide whether the investigation can be completed by:
  - The Headteacher (who may have already been involved).
  - The Chair of the Local Governing Body themselves
  - A Local Governing Body Complaints Committee
  - In this case the chair will present a full report of the background to the complaint to the committee.
- Advise the complainant that:
  - They will receive acknowledgement of receipt of their formal complaint which will:
- Confirm who will complete the investigation, see above
- Provide timescales for the investigation
- Name the person from whom they will next hear about progress.

The investigating personnel will, if appropriate, seek advice from the Chief Executive Officer or the Trust Board.

On occasion it may be necessary for the Chief Executive Officer or Trust Board to meet with the investigating personnel.

The investigation will be carried out in the timescales advised. If any delays are envisaged the complainant will be advised of the new dates and the reasons for the delay.

Written confirmation of the outcome will be sent to the complainant together with any appropriate additional information advising of any further rights.