



COMPLAINTS PROCEDURE

This procedure should also be read in conjunction with any relevant Hillary Trust documentation/policies. Please ask if you need further information.

Your child's progress relies on a good, mutually supportive relationship between school and home. Specific issues that emerge from time to time are dealt with through discussion between the parents and school staff. Occasionally, however, you may have a concern or anxiety that you feel is not being addressed or resolved to your satisfaction.

Stage 1 - Talk to school staff

The complaint or concern should first be discussed with your child's class teacher. Most difficulties can be resolved at this informal stage. You can write to the school setting out your concerns or telephone to make an appointment. If you feel the issue is not resolved you should refer your concerns to the School Leader (or in absence, the Deputy Headteacher).

Stage 2 - Talk to the School Leader

Your complaint will be heard by the School Leader and hopefully resolved at this stage. The School Leader will undertake the necessary investigations to address your concerns and will notify you of decisions taken and reasons why as soon as possible.

Stage 3 - Write to the Governors / Governing Body's Appeal Panel

Should you remain dissatisfied after speaking with the school staff, you can make a formal complaint to the governing body or relevant nominated committee. You should write to the Chair of Governors, at the relevant school. The Chair of Governors or a nominated member of the governing body will investigate your concerns and reply to you in writing. The Chair of Governors will aim to respond to your complaint within 10 working days from the receipt of your letter. The chair of Governors can also seek advice from the Hamwic Managed Service team. Where the school does not have a local governing body or relevant nominated committee, then please write to the Chair of the Board of Directors (please ask your school for contact details).

Stage 4 - Seek a Governor's panel hearing

If you feel the chair of governors' response has still not fully addressed the issues, you can request, that the governing body hold a formal hearing of your complaint. A small panel of governors or trust board members not previously involved with investigating your concerns will then hear your complaint. The panel will consider evidence submitted by you and the school. After considering the matter carefully, the chair of the panel will write to you with the governors' decision.

Stage 5 - Write to Hamwic Managed Services

For the majority of complaints about a school, the decision of the governing body is the final stage in the consideration of your complaint. However, if you feel that the school staff and governors have not dealt with your concerns to your satisfaction, and you have gone through all the stages mentioned above, you can write to the CEO at Managed Services setting out why you feel the school has not addressed your complaint fully. Please note, where relevant the involvement may well be limited to checking and confirming that the governors' investigation of your complaint has been a thorough one. Your complaint, which needs to be put in writing, will be acknowledged, normally with a copy of your complaint and the acknowledgement sent to the school for information. The CEO will review the case and will aim to write to you within 20 working days from the date of receipt of your letter.

Stage 6 – Complaints about academies should be sent:

- Via the Department for Education
- By post to Ministerial & Public Communications Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Any complaint over 12 months old will not be investigated.

Useful contact details

For making a complaint or complaint related enquiry regarding Education you can write to:

**Hamwic Managed Service Team
The Hamwic Trust
Unit E, The Mill Yard
Nursling Street
Southampton
SO16 0AJ**