



Kader Academy



Kader Academy Complaints Procedure

It is the intention, as a school, to receive complaints and expressions of concern willingly and openly. We believe that this approach will help us to:

- Provide a better service
- Have a true picture of how we are viewed as a school by the parent body and the local community
- Understand parents' expectations
- Have a clear picture of the number, range and frequency of complaints made to the school

Stage 1 – (informal): Complaint heard by staff member

Routine enquiries should normally be addressed to the child's teacher in the first instance. More important issues should be addressed to the Principal.

Many complaints can be addressed within 24 hours however, some may require further investigation.

Stage 2 – (formal) Complaint heard by the Principal

In the event that a complaint cannot be resolved through the informal process the Principal will conduct an investigation into the circumstances. Having completed the investigation the Principal will then decide on the course of action to be taken and will inform the complainant.

If a complainant is not satisfied with the outcome, or with the way in which the investigation has been conducted, the complainant may wish to appeal to the Chairman of Governors (Stage 3)

Stage 3 – (formal): Complaint Heard by Chairman of Governors

The complainant will complete a Complaint Form (available from the school office) and send it to the Chairman of the Governing Body. The Chairman will acknowledge receipt of the complaint and following investigation will provide a response. Should the complainant not be satisfied with the response they may request a Governors' Hearing (Stage 4)

Stage 4 (formal): Complaint heard by Governing Body's Complaints Committee

The complainant should write to the Governing Body requesting that the complaint be heard by the Complaints Committee. In such circumstances a committee of Governors will be convened to hear the appeal. This committee shall include an independent governor from another school.

Complaining to the Secretary of State for Education

The decision of the Governors' Complaints Committee is final but Under section 496 or 497 of the Education Act 1996, complainants have a right of appeal to the Secretary of State for Education on the grounds that:

- A governing body or Local Authority is acting or proposing to act unreasonably; or
- The governing body or the Local Authority has failed to discharge its duties under the Act.
- The Secretary of State would not take action until the school procedures have been completed.
- Contact Details: complaints@dfesgsi.gov.uk
<https://www.education.gov.uk/schools/leadership/schoolperformance/school-complaints-form>

