



ARCHWAY ACADEMY INDEPENDENT SCHOOL
COMPLAINTS, COMPLIMENTS & COMMENTS
POLICY and PROCEDURE



Introduction

The purpose of the Complaints, Compliments and Comments Policy and procedure is to ensure that all pupils, volunteers, visitors, staff members and stakeholders feel that they are treated fairly and respectfully, are listened to and are able to provide feedback (whatever its nature) on the services provided by Archway Academy.

Complaints

The procedure is open to all people served by Archway Academy. This includes pupils, parents, carers, guardians, customers, employers, neighbours, staff and all community members.

Anyone who feels unhappy with the way they have been treated at Archway Academy or with the service provided should and will be encouraged to make a complaint.

In particular, employees, parents, guardians, carers of pupils, neighbours of the school, volunteer, visitors or in fact members of the public who feel they have been treated unfairly or have concerns about services provided will be encouraged to make a complaint.

Pupils are encouraged to approach any member of staff about any matter with which they are not happy so that concerns can be understood and further action taken where appropriate.

Definition

A complaint is an expression of dissatisfaction, made either verbally or in writing, about the standard of service, actions or lack of action by the school or its staff, affecting an individual service user or group of service users.

Aims

Archway Academy aims to make the complaints procedure as easy as possible.

We treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely response.

We deal with complaints promptly, politely and, when appropriate, confidentially.

Rationale

It is preferable (both for the person making the complaint and the one against whom the complaint is made) that the complaint is taken up at the time of the matter arising and that it is resolved informally by the parties concerned.

There will be occasions, however rare, when formal procedures will be required. In such instances, the following procedure will apply.



Procedure

- complaints can be made formally or informally, verbally or in writing;
- any person wishing to formally complain, compliment or comment, should obtain and complete the appropriate feedback form (see below) and return it to the Hub Manager. The feedback form is available on both the school's website or from the Hub;
- all complaints will be treated in the strictest confidence;
- the complaint will be forwarded to the Executive Managing Director for information and recording purposes prior to it being investigated;
- in the first instance, the Head of the School will record the complaint and investigate the matter within 5 working days;
- all complaints will be taken seriously, and the complainant will be informed of the outcome, giving reasons for the decision, within a further 5 working days from the investigation being completed;
- all complainants have a right to appeal if the outcome is not to their satisfaction;
- appeals should be made in writing to: **Mr Jim Ryan (Executive Managing Director) Archway Academy Ltd, 86 Watery Lane Middleway, Bordesley, Birmingham, B9 4HN;**
- if, following an Appeal, an agreement has still not been reached by both parties, then the complainant can appeal in writing to their referring agency if they are a pupil or to the local authority if they are not.



Compliments and Comments

The Compliments and Comments procedure is open to all people served by Archway Academy. This includes pupils, parents, carers, guardians, customers, employers, neighbours, staff and all community members.

Procedure

Persons wishing to give a compliment or pass comment on any aspect of their experience with Archway Academy should obtain and complete the appropriate feedback form (see below). The feedback form is available on both the school's website or from the Hub.

The feedback form will be forwarded to the Executive Managing Director for information and recording purposes.

Details of the compliment /comments will be recorded and a letter of acknowledgement sent to the person giving the feedback.

A copy of the compliments/comments pro - forma will be sent to the appropriate Managers and the member/s of staff concerned.

Celebrating Success

Departments, teams or individuals who receive thank you and complimentary letters or feedback should forward details to the Head of School so that they can be included in reports and shared within the school and with external partners and audiences.



COMPLAINTS, COMPLIMENTS, COMMENTS FORM

In the event of you wishing to make a formal complaint, give a compliment or pass comment on any aspect of your experience with Archway Academy, please complete this pro - forma (available on both the school's website or from the Hub) and return it to: Mr Jim Ryan - Executive Managing Director, Archway Academy Ltd, 86 Water Lane Middleway, Bordesley, Birmingham, B9 4HN.

I wish to make a complaint/compliment/comment
(Delete as appropriate)

The date of the incident/event (insert date)

Name of person/s involved

The programme I am on/service used

My name

My Address

Preferred contact number

Preferred email address contact details



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Please tell us more about the reason for the complaint/compliment/comment that you wish to make.

(Continue on a separate sheet if required)