

## Complaints Procedure Summary

### Submitting a concern:

- The concern is submitted by telephone/in person/email and will be dealt with straight away if possible.
- If the concern cannot be dealt with straight away, a letter acknowledging the concern will be sent within 5 academy days and a response will be provided within a further 5 academy days, this may be in writing, in person or by telephone.
- Concerns will be recorded on the school CPOMs system.

### Stage 1 - Submitting an informal complaint:

- The informal complaint is submitted by telephone/in person/email to a class teacher/Head of Year/ Subject Head/Principal, the email address is [mail@copleyacademy.org.uk](mailto:mail@copleyacademy.org.uk)
- An informal written response will be sent to the complainant within 10 school days.
- If the complainant is not happy with the response then the complainant can progress the complaint to Stage 2 of the complaint procedure.

### Stage 2 – Submitting a formal complaint:

- The formal complaint is submitted in writing, this can be by email, to the Principal, the complaints form – Appendix 1 can be used to help the complainant formulate the complaint.
- If the complaint is about the Principal, the complaint should be addressed to the Chair of the Local Governing Committee (LGC) via the Clerk. (The Clerk's email address is [habbott@gaet.co.uk](mailto:habbott@gaet.co.uk) ).
- The Principal or Chair of the LGC will provide written acknowledgement of receipt of the formal complaint. Within the acknowledgement the Principal/Chair of LGC may request further information. A face-to-face meeting may be arranged.
- The Principal will either investigate the complaint, or appoint a member of staff to complete the investigation on their behalf.
- The Principal, or LGC Chair in the event of the complaint being about the Principal, will provide a formal written response within 10 school days from the receipt of the complaint. In some cases, the investigation may take longer to complete, the Principal will inform the complainant of the delays at the earliest possible opportunity and will provide a new estimated date of response. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Copley Academy will take to resolve the complaint.
- If the complainant is not happy with the response, the complaint can be progressed to Stage 3 – Governor Panel by emailing the Clerk of Governors Hannah Abbott on [habbott@gaet.co.uk](mailto:habbott@gaet.co.uk) within 10 school days of the response for Stage 2.

- Stage 3 – Governor Panel The request for a Governor Panel must be made to the Clerk of the Governing Body within 10 school days of the Stage 2 response from the Principal or Chair of the LGC by emailing the Clerk – [habbott@gaet.co.uk](mailto:habbott@gaet.co.uk) .
- A panel consisting of 3 Governors will be arranged within 20 school days from the receipt of the Governor Panel request by the Clerk. If the date cannot be made within 20 school days, the complainant will be advised of the anticipated date.
- 10 school days before the arranged hearing date, the Clerk will confirm the date and time of the meeting and request for any further written information to be submitted.
- 7 school days before the arranged hearing date, all parties will submit the final written submissions for the hearing.
- 5 school days before the arranged hearing the document pack will be sent to everyone attending the hearing.
- The Chair of the Committee will provide a written response to the complainant within 10 school days of the hearing. The response will include Appendix 4 of the complaint procedure.