



COMPLAINTS POLICY

Adopted	M. Davies September 2025
Committee	Members
Review Date	September 2026

Our Vision

At Demetae Academy we believe childhood should be protected and encouraged with nurture and well-being at the heart of everything we do, the talents your child has will be celebrated daily.

The key to our learning style is independence, where children are taught how to think not what to think, in a culture of self-directed learning - curiosity and innovation are the key to academic achievement and discovery. We will encourage a love of our surroundings, the environment and each other, whilst creating resilient learners who are prepared for life in an ever-changing world.

Demetae Academy will be rich with individuality, excitement and encouragement.

Our aim is for every child who attends Demetae Academy to have a truly unique and engaging learning experience and as they continue their life journey, they will use the skills and knowledge they have gained that will lead them on a pathway to a life of success.

‘For one, for all’

- To resolve any concerns effectively and promptly so there is no impact on pupils' well-being or developmental or academic progress
- To ensure that the procedures for dealing with complaints are rigorous, transparent and applied fairly and without bias
- To use feedback from parents to improve the school's provision

Introduction

We hope to have positive and productive relationships with parents and/or carers but we understand that there may be occasions when concerns or complaints are raised. We have an open-door policy and we are committed to taking concerns seriously. We encourage our parents and/or carers to share any concerns with us on an informal basis in order to facilitate a prompt and positive resolution.

All formal complaints are recorded and written records are kept for 5 years. Outcomes of formal written complaints will be made available.

The main aim of this Complaints Policy is to resolve any complaint as fairly and promptly as possible. The school will ask the complainant, at the earliest stage, what they think may resolve the issue and when responding will communicate the outcome of each stage of the complaints process. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

Informal complaints may be made in the following manner:

- in person, by telephone or in writing
- by a third party acting on behalf of the complainant

Formal complaints should always be made in writing and addressed to the Head of School and/or proprietor.

Complaints Outside of this Policy

Some complaints fall outside of the school's complaints procedure, for example: •
exclusions

- staff grievances
- disciplinary procedures

Procedures

Brief notes will be taken during the initial informal meeting in order to prevent any later challenge or disagreement about what has been said, the notes will be kept securely. The complainant will receive a copy of the notes and will be asked to sign and date all copies of the document. A copy of any written response will be added to the investigation record. It is not school policy to allow the recording via a mobile device of a meeting with a complainant. Where the complainant requests that the meeting is clerked, this can be arranged with prior notice.

Serial and Persistent Complaints

The school will take all reasonable steps to investigate a complainant's concerns. A copy of the outcome of the investigation and any recommendations made will be given to the complainant following any formal investigations. There may be occasions however when, despite all stages of the complaints procedure having been followed, the complainant remains dissatisfied. If a complainant contacts the school repeatedly, making substantially the same complaint each time, this will be viewed as 'serial' or 'persistent complaints'. If this is the case the complainant will be informed that the matter has been closed and the school will not respond further. Where complaints are deemed after investigation to be either malicious or unnecessarily time wasting, they may be referred by the named person to the Proprietor and further action will be considered. If an individual persists to the point that may constitute harassment, the school will seek legal advice.

Stage 1 – Informal Discussion with the School

It is always useful to talk through your complaint informally with the relevant person so that any concerns may be addressed. Contact should be made in the first instance to the school in person or by telephone or e-mail. The school will suggest the most appropriate person to speak to at this point and may request that you make an appointment, as this will ensure an appropriate amount of time is allocated to the discussion. Where the concern or complaint relates to pupil with special educational needs, initial contact should be made to the Special Educational Needs Co-ordinator (SENDCo).

Stage 2 – Formal Complaint to the Head of School / Proprietor

If you feel that your complaint has not been resolved by following Stage One, or if you feel that your complaint is too serious for the informal stage, you should confirm your complaint by letter to the Head of School/Proprietor stating that you are making a formal complaint. Your letter will be acknowledged in writing within 3 working days of its receipt. Copies of the complaint should not be sent to other parties, for example, other members of staff as this may cause a conflict of interest. The Head of School/Proprietor will then investigate the complaint either directly or by appointing the most appropriate member of staff to investigate on their behalf. The Head of School/Proprietor will respond to the complainant by letter within 10 working days of the initial complaint being made. Where a complaint is lengthy or complex, or in the case of absence a longer time-scale may be necessary but complainants will receive updates within the above timescales. Any response to the complainant will include the outcome of the investigation and any recommendations. The complainant is entitled to bring a friend or other representative to any meetings with the school but this should not be a legal representative.

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If the complaint is about the Head of School/Proprietor it should be addressed directly to the appropriate board member (currently Mr Andy Chell).

Stage Two complaints about the Head of School / Proprietor, the Member will not be involved in the resolution of any Stage One or Stage Two complaints, other than those at Stage Two relating to the Head of School / Proprietor.

Upon receipt of a Stage Two complaint about the Head of School / Proprietor, the Member will within 24 hours contact a minimum of 3 members of the School's Advisory Panel, and make arrangements to convene a meeting of the panel.

The School's Advisory Panel are individuals independent of the management of the school, i.e. not the proprietor or members of staff.

Stage 3 – Complaint to the Appeals Panel

If a resolution cannot be reached after having followed stages One and Two of the complaints procedure, the next step would be to make a formal complaint to the Complaint Appeals Panel. The Complaint Appeals Panel is independent and impartial and will consist of at least three people not directly involved in the matters detailed in the complaint, one of whom will be independent of the management of the school (i.e. not the proprietor, member of staff or anyone involved in a commercial relationship with the school).

The Complaint Appeals Panel will be convened from members of the School Advisory Panel, provided they were not involved with the complaint during an earlier stage of the complaints process.

If your complaint progresses to the final stage, you should contact the appropriate Member at the school and they will forward your complaint to the Chair of the Appeals Panel. You should make your complaint in writing and attach a copy of your original letter of formal complaint. The complainant is entitled to bring a friend or other representative to the meeting of the Appeals Committee but this should not be a legal representative.

If you feel that a complaint should be escalated to Stage Three, letters should be sent to Complaint Appeals Panel care of the Member at the school address.

The Member will forward the Stage 3 Complaint to the Chair of the Complaints Panel within 24 hours. Your request for a Stage Three panel hearing will be acknowledged within 3 working days of the receipt of the letter and you will be advised of a date for the hearing within 10 working days together with information on the panel process.

The procedure to be followed at the hearing will be as follows:-

- introductions to be made and the procedure to be followed will be explained to all attendees by the Chair of the Appeals Panel
- the Head of School/Proprietor will summarise the actions taken in dealing with the complaint
- the Appeals Panel will be given the opportunity to question the Head of School about the process of the investigation
- the complainant will then be given the opportunity to summarise the complaint and explain the grounds of their appeal
- the Appeals Panel will then be given the opportunity to question the complainant
- both parties will be given the opportunity to sum up provided no new information is introduced, with the complainant making the final submission
- ● the Head of School and parent/carer are then requested to leave the meeting whilst the
 - Appeals Panel consider their decision
- ● following a panel hearing, complainants will be provided with a written response (within 5

- working days) where appropriate.

On hearing a complaint, the panel can decide to:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part
- decide on the appropriate action to be taken to resolve the complaint
- recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur
- The Complaints Appeal Panel is the final stage of the school's complaints process.

Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

Demetae Academy will provide ISI/Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

The record of any such complaints will be kept for at least three years.

Parents may complain directly to ISI if they believe the School is not meeting the EYFS requirements.

- ISI may be contacted on 020 7600 0100 or by email: concerns@isi.net Independent Schools Inspectorate, First Floor, CAP House, 9-12 Long Lane, London EC1A 9HA

Details of this policy will be included on the school's website.