

Academies/schools work hard to maintain good relationships with the communities they serve; however, sometimes people can see ways to improve things, and helpful suggestions are valuable. Sometimes people want to voice a concern or even complain formally about issues related to the school/academy. This leaflet advises you on how to make a suggestion or to express a concern to an academy/school, and on the procedures agreed by many Cambridgeshire schools and academies for responding to concerns or complaints.

### DO YOU WISH TO MAKE A *SUGGESTION*?

- You can telephone, write to or e-mail the Headteacher at the Academy giving your ideas.

### DO YOU HAVE A *CONCERN*?

- You should *raise this informally with your child's* teacher, tutor, Head of Year or the Headteacher -whoever you feel is most appropriate. Always try to make appointments to see members of staff. Usually, your worry can be sorted out at this stage.

### DO YOU WISH TO MAKE A *FORMAL COMPLAINT*?

- **The Academy's Complaints Procedure is designed to** help find ways to resolve problems. It is a positive process based on negotiation and conciliation rather than conflict.

- It is usually best to try to solve a problem first by raising a concern informally; however, if you wish to complain formally against the Academy, you should write to the Headteacher at the Academy, stating that you are making a formal complaint. You may wish to use the form overleaf. You will be asked to give permission for your complaint to be shared with any person you are complaining about.

- The Headteacher or other member of staff will acknowledge your letter in writing within 5 working days.

- **If you are unhappy with the Headteacher's response,** you should write to the Chair of Governors at the **Academy within 10 working days of receiving the Head's** response. You should also do this if your complaint is against the Head. The letter should state clearly that it is a formal complaint.

- The Chair of Governors will investigate and give you a written response. You should receive a letter of acknowledgement within 5 working days.

- If you are not satisfied with the outcome you have 10 working days to request a review of the process concerning your complaint by a panel of the academy's governors. You should do this by contacting the Chair of Governors or Headteacher at the academy. This panel will send you the outcome of the review and any recommendations. A complaint against a Chair of Governors also goes through this route, which is the final **stage of the Academy's Complaints Procedure.**

- **If you remain unhappy after the governors' panel review,** your final course of action available is to write to the EFA/Secretary of State for Education at Sanctuary Buildings, Great Smith Street, Westminster, London SW1P 3BT.

- If your child has special educational needs you can contact the Parent Partnerships Service on 01223 699214 for further impartial advice with your issue.

- On a few occasions a complaint may lead to disciplinary action for a member of staff. In such a case you will be told that disciplinary procedures are being followed but we will not be able to tell you the outcome. Academies must work within the law about Data Protection and confidentiality.

### WHAT CAN YOU EXPECT OF THE ACADEMY?

You can expect the academy to consider suggestions and to:

- keep in touch in writing over how and when problems can be raised with the academy
- publicise details of the Complaints Procedure
- respond within a reasonable time, with courtesy and respect
- be available for consultation within a reasonable time limit, considering the needs of pupils/ staff
- attempt to resolve problems using reasonable means in line with the Academy's Complaints Procedure and advice from EFA
- keep you informed of progress.

Full details of how Academies will respond to complaints **are explained in each Academy's Complaints Procedure.**

### WHAT CAN THE SCHOOL EXPECT OF YOU?

The Academy Trust expects anyone who wishes to raise problems to:

- treat all academy staff with courtesy and respect
- respect the needs of pupils and staff
- avoid the use of violence, threats of violence, abuse and aggression towards people or property
- recognise the time constraints under which members of staff in academies work and allow the Academy a reasonable time to respond to a complaint
- recognise that resolving a specific problem can sometimes take some time
- follow the Academy's complaints procedure when necessary.

CROMWELL ACADEMY - FORMAL COMPLAINT

**COMPLAINANT'S NAME (BLOCK CAPITALS)**

**COMPLAINANT'S ADDRESS (BLOCK CAPITALS)**

TELEPHONE:

MOBILE :

E-MAIL:

I wish to make a formal **complaint**. **The Academy's complaints procedure has been explained to me.**  
Details of the complaint (please continue on separate sheets if necessary).

I give permission for this complaint to be shared with anyone I am complaining about.

SIGNED :

DATE:

This form should be sent to the Headteacher or Chair of Governors at the Academy, as appropriate (see overleaf).

# Do You Have a Suggestion, Concern or Complaint?



Committed to Achieving

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