



# Milton Keynes Education Trust

## Complaints Policy

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1.0	Draft	09.08.2014	DGH	
1.1	Draft	11.09.2014	MEC	reduced the number of stages
1.2	Draft	09.03.2015	DGH	IS Standards, which apply to Academies, require the Trust to have an independent panel stage

# COMPLAINTS POLICY

## What to do if you have a concern or complaint about Milton Keynes Education Trust

### INTRODUCTION

At Milton Keynes Education Trust, we value constructive feedback on how we are doing. If you have a concern or complaint we always try to deal with it helpfully and reasonably. If we need to, we try to put things right as quickly as possible. If you have a concern or complaint, please take it up with us first.

This complaints procedure is for general complaints about the Trust and is for use by each member Academy. Formal complaints concerning an individual Academy should be addressed to the appropriate Principal in writing; complaints concerning the Trust should be addressed to the Chief Executive Officer, or The Chair of the Trust.

The general complaints procedure has three stages. You will be told what to do at each stage if you wish to take your complaint further.

#### Stage 1 (Informal)

**If you have a concern about the Trust's work, try to talk to the member of staff who is most closely involved. Your concern can usually be settled quickly by contacting and discussing your concerns with the right person.**

If you consider your complaint to be serious, or you feel uncomfortable about discussing your concerns with the member of staff involved, you may wish to discuss the matter with a senior member of staff, e.g. Finance Director, Business Director or Pastoral Director. It is not the role of Trustees to get involved at this stage.

**If your concern cannot be resolved in this way, or you are not happy with the way it has been dealt with, you should take it to Stage 2:**

#### Stage 2 (Formal)

**You should refer your complaint to the Chief Executive who will arrange for your complaint to be investigated. You would normally do this in writing. If your complaint is about the Chief Executive, you can write directly to the Chair of the Board of Trustees.**

The Trust will aim to let you know that your complaint has been received within 5 school days. We will aim to notify you of the results of the Chief Executive's investigation in writing within 15 school days.

**If your complaint has still not been resolved to your satisfaction you may take it to Stage 3.**

### **Stage 3 (Complaints Appeal panel)**

If you are not satisfied with the outcome of Stage 2, the complainant can write to the Clerk to the Governors, as directed by the Chief Executive, giving details of the complaint. The Chair will convene a Local Governing Body complaints panel, which will include one member who is independent of the Academy.

The Clerk to the Governors will write to you acknowledging receipt of the written request for the complaint to be heard by representatives of the Local Governing Body. This acknowledgement must be sent within 5 school days and should inform the complainant of the arrangements for hearing the complaint within 20 school days of receiving it. The letter should explain that the complainant has the right to submit any further documents relevant to the complaint. These must be received within 5 school days of the date of the hearing to allow adequate time for the documents to be circulated.

A committee of the Local Governing Body will comprise three members, one of whom will be independent of the Academy. No person involved should have previous involvement in the complaint.

The Governors' appeal hearing is the last school-based stage of the complaints process, and is not convened to merely rubber-stamp previous decisions.

The panel can be drawn from the nominated members, as long as at least one member is independent of the Academy, and will consist of three people.

The panel may choose their own Chair.

The panel can:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the Academy's policy or procedures to ensure that problems of a similar nature do not recur

# The Complaints Process

If you have a concern or complaint

## Informal Procedure – Stage 1

### What you should do

### What will happen

Discuss your concerns with the relevant member of staff (which may be the Academy principal, Chief Executive or a senior member of staff, e.g. Finance Director, Pastoral Director or Business Director). This will usually resolve the issue	The member of staff concerned will deal with your issues or make sure you have the information you need if you feel you want to take the matter further.
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## Formal Procedure – Stage 2

### If you are not satisfied with the response

Complain to the Academy Principal or the Chief Executive in writing, or the Chair of the Board of Trustees if your complaint is about the Chief Executive	Your complaint will usually be acknowledged within 5 school days with a full written response usually within 15 school days
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## Complaints Appeal panel – Stage 3

### If you are not satisfied with the outcome of stage two

If you are not satisfied with the outcome of stage two the complainant can write to the Clerk to the Governors, as directed by the Chief Executive, giving details of the complaint. The Chair will convene a Local Governing Body complaints panel, which will include one member who is independent of the Academy	The panel can: <ul style="list-style-type: none"><li>• dismiss the complaint in whole or in part;</li><li>• uphold the complaint in whole or in part;</li><li>• decide on the appropriate action to be taken to resolve the complaint;</li><li>• recommend changes to the Academy's policy or procedures to ensure that problems of a similar nature do not recur</li></ul>
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