

The Rural Enterprise Academy



COMPLAINTS POLICY

Approved by Governors: **March 2018**

Review Period: **2 years**

Review by: **March 2020**

1. Roles and Responsibilities

- 1.1 The responsibility for the implementation of this policy and provision rests with the Principal and the senior administrator on an operational basis, the management, responsibility and evaluation of this policy is undertaken by the Senior Administrator.
- 1.2 It is important to note that every member of staff is responsible for ensuring that this policy is fully implemented and that in situations not covered by this policy, staff must act in the best interests of the learner, as any responsible parent would act.

2. Suggested Audience

All staff

3. Related policies

This policy is part of a suite of policies which should also be referred to:

- Child Protection and Safeguarding Policy
- Safer Recruitment policy
- Equal Opportunities Policy
- Health and Safety Policy
- Child protection and Safeguarding Whistleblowing Policy

4. Academy Mission Statement:

“The Rural Enterprise Academy: educating, nurturing and inspiring our future rural entrepreneurs”

5. Introduction

- 5.1 The Rural Enterprise Academy opened in September 2012, to provide ‘world-class’ learning with a strong focus on land based industries and the environmental sector for up to 300 students, aged 14-19. Since September 2016 the Academy now caters for pupils aged 13-19. Fully consistent with having the highest aspirations for learning, the Academy will endeavour to ensure that pupils are given the support, information and skills they need to become well-balanced and confident individuals. This document has been written to support all staff at The Rural Enterprise Academy in their handling of incidents and complaints. It exists to ensure that all staff know the incident/complaint handling process and have guidance on the most effective way to handle people making complaints.
- 5.2 This policy is here to deal with incidents and complaints that are made from an external source. Procedures for dealing with internal incidents and complaints from within the Academy are dealt with by existing policy or procedure.
- 5.3 All external incidents and complaints must be dealt with following the instructions given in this document. Of course many complaints will be, in the first instance informal by nature and it is hoped that in the majority of cases a member of staff will effectively deal with such complaints effectively but informally. The Principal, Lorraine Makin, will oversee the policy and procedure.

5.4 Any queries about this document should be referred to the Principal.

6. Procedures

6.1 The findings of any complaints will be discussed at Leadership Team meetings to address issues which occur frequently.

6.2 As primary contact for external complaints Leadership Team members and reception staff should be familiar with the contents of this document. New staff should be made aware of this policy as part of their induction.

6.3 The majority of incidents/complaints received at The Rural Enterprise Academy will be in person, by letter, email or by telephone and as stated previously most will be informal as opposed to formal.

6.4 Incident Definition:

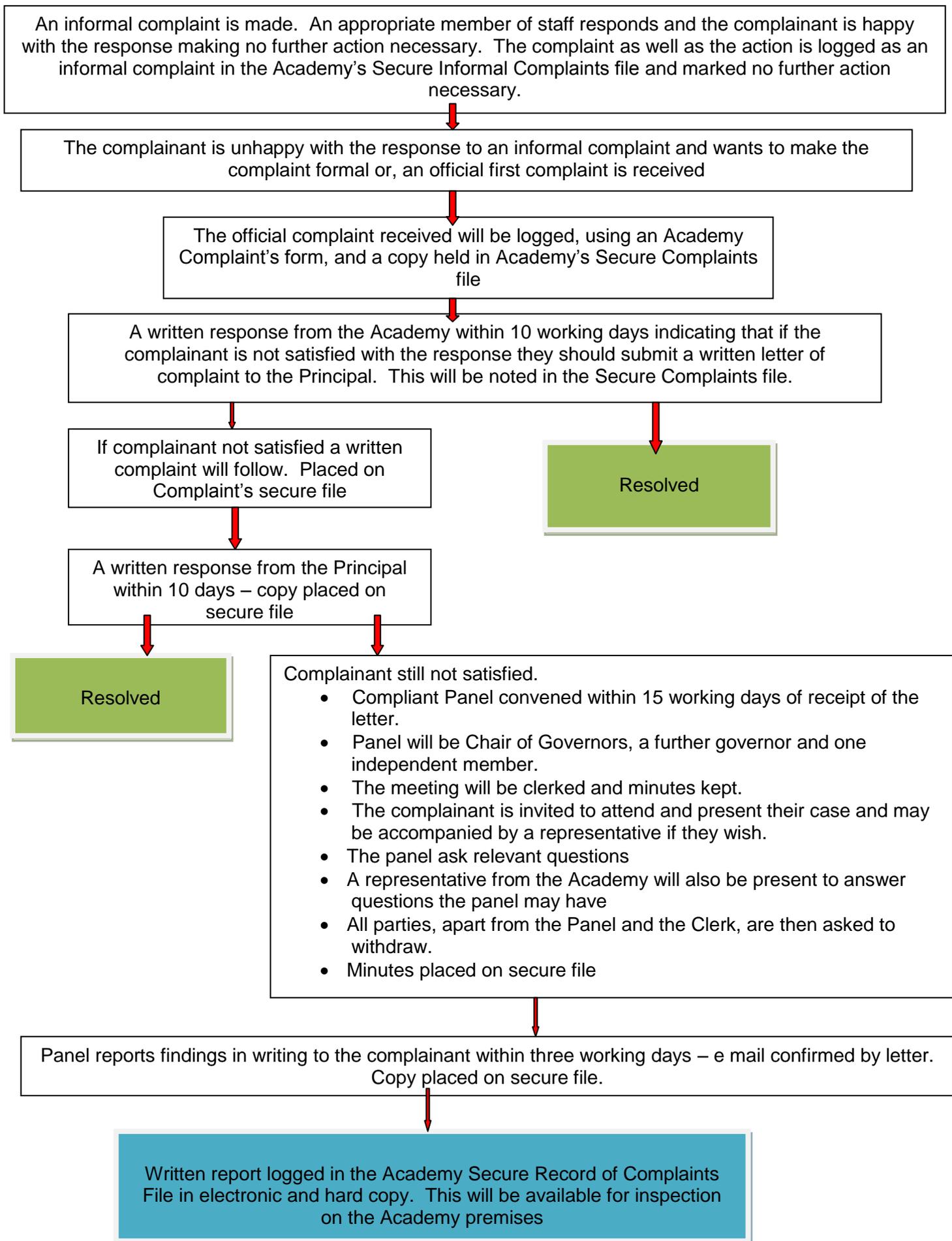
An incident or event involving our pupils, or staff, which is reported, for example, by a parent or a member of the local community or indeed a pupil. Such an incident can occur on or off the Academy premises.

6.5 Complaint Definition

A complaint is defined as an external body expressing dissatisfaction with any aspect of the Academy. It can be informal as well as formal, written or oral and should be logged as a complaint regardless of whether or not it is considered to be justified. The procedure is confidential, as is the storage of documentation pertaining to any complaint; however the reporting of the number of complaints registered will be made available to Ofsted, parents and any interested parties upon written request under the Freedom of Information act

A complaint is not to be confused with an enquiry.

6.6 Complaint Handling Principles – see below:



Our aim is to ensure that any external source is fully satisfied with the handling of their complaint. This is achieved by following the principles listed below:

- The staff of the Rural Enterprise Academy will always respond with their name so that the caller knows whom they are talking to for future reference if required.
- Listen carefully and check for understanding of the customer's complaint.
- Establish the full details of the complaint to ensure that our investigations concentrate on the right area.
- Details of the complaint will be recorded on the Rural Enterprise Academy Incident Complaint Form and marked as formal or informal.
- Thank the complainant for bringing the concern/incident to our attention.
- A course of action will be discussed with the complainant. See above
- Action/investigation will be taken to resolve the incident/complaint following the above procedure.
- The person will be contacted to either advise on the outcome of the investigation or to be kept informed of progress as above.

6.7 Time Scales

6.7.1 The Academy will respond to written or oral complaints as detailed above.

6.7.2 Escalation

The majority of complaints will be informal and as resolved at the first point of contact. However, there may be circumstances when a customer is unhappy with the response provided and will decide to take the matter further, as a formal complaint.

7. Monitoring and review of this policy

7.1 This policy will be monitored and reviewed on a biennial basis, to ensure that current best practice is adopted.

7.2 This policy will be additionally reviewed when there are changes in legislation or guidance from the DfE, to ensure that best practice is effectively applied to all Academy procedures.

8. Approval by the Governing Body

This policy has been formally approved and adopted by the Governing Body at a formally convened meeting.