



<b>Policy Name</b>	<b>Complaints Procedure for Parents/Carers</b>
<b>Policy Number</b>	<b>LFTSFQ/0025</b>
<b>Date of Issue</b>	<b>18 November 2019</b>
<b>Author</b>	
<b>Reviewed by</b>	<b>Shapinder Minhas</b>
<b>Date of next review</b>	<b>18 November 2020</b>

**Notes:**

All policies issued across the Trust must be created from this Template

The Academy is always pleased to receive compliments and, equally, we must be prepared to listen to complaints about the Academy.

### **(1) Informal Complaints**

If a Parent/Carer wishes to make a complaint, the matter should first be discussed with the Vice Principal ([sprice@lfatq.org.uk](mailto:sprice@lfatq.org.uk)) or Mrs Newey ([mnewey@lfatsf.org.uk](mailto:mnewey@lfatsf.org.uk)). This can be done in a way that best suits the Parent/Carer – in person, by phone (01827 301820), by email or by letter (Landau Forte Academy Tamworth Sixth Form, Ashby Road, Tamworth, Staffs B79 8AA).

The Academy will deal with the complaint fairly and as informally as possible, and many problems can be put right straight away. If this is not possible, the Academy will aim to reply within 5 working days. If we cannot reply within 5 working days, we will inform the Parent/Carer and tell them why, letting them know when they can expect us to contact them again.

If a Parent/Carer is unhappy with the way that we handle the complaint, they should tell the person they have dealt with that they wish to have the complaint looked at by the Principal Mrs Minhas ( [post@lfatsf.org.uk](mailto:post@lfatsf.org.uk))

If the complaint is not resolved to the satisfaction of the Parent/Carer, the advice of a third party within the organisation may be sought. In such cases, any concerns should be addressed to the Chief Executive Officer.

### **(2) Formal Complaints**

If a Parent/Carer is still unhappy about the way in which the Academy has handled the complaint, they can ask the Chair of Governors to review it. We will contact the Parent/Carer to advise how long it will take to deal with the request and will write to them when the review is complete.

### **(3) Appeal to the Secretary of State for Education and Skills**

An appeal can be made to the Secretary of State for Education and Skills on the following grounds:

- The Governing Body is acting or proposing to act unreasonably
- The Governing Body has failed to discharge its duties under the 1996 Education Act

### **(4) Monitoring and Review**

The Governing Body monitors the Complaints Procedure annually in order to ensure that all complaints are handled properly. The Director of Learning Principal logs all formal complaints received by the Academy and records how they are resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

### **(5) Complaints regarding SEN students**

Our procedure for complaints relating to SEN students is as rigorous and robust as that for all other learners; however, in these instances, the Strategic SENDCO, Mrs A Mills, will also be part of the Management Team that resolves any issues.



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TRUST

<b>Date</b>	<b>18 November 2019</b>
<b>Change Made</b>	<b>Various</b>
<b>Made By</b>	<b>Shapinder Minhas</b>

