



The Aylesbury Vale Academy

Success Beyond Belief

A Church of England Academy

STUDENTS' COMPLAINTS POLICY

SEPTEMBER 2009

VISION:

That every young person graduates from Aylesbury Vale Academy as citizens of an international community where they have the mobility borne from their outlook, qualifications, skills and experience to be successful.

GUIDING PRINCIPLES: WE ADOPT THE CHRISTIAN VALUES OF:

- Honesty
- Respect
- Compassion
- Love
- Forgiveness
- Self-discipline
- Creativity
- Hope

OBJECTIVES:

1. To resolve complaints from students in an impartial and swift manner.
2. To ensure a full and fair investigation while respecting student’s and staff confidentiality throughout.
3. To address all points of issue, providing an effective response and appropriate redress, where necessary.

MONITORING (via Governors’ Management Committee):

The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head of College 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.

REVIEWING

The Governing Body is responsible for reviewing its policies and the Principal is responsible for reporting on the implementation of the policy.

1. Has the policy been successfully implemented?
2. Has the policy had the intended impact in the Academy and on the young people?
3. Are the current objectives to remain the same and do they support other policies and development priorities?

NOMINATED MEMBER OF STAFF:

HEAD OF COLLEGE

APPENDIX 1

Operating Statement

The Aylesbury Vale Academy will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed and aim to resolve it through open dialogue and mutual understanding.

APPENDIX 2

Effective Complaints Procedure

Stage 1

Students should first approach the teacher who seems best able to deal with the matter immediately. They can either speak to them or put their complaint in writing (if they are unsure who to complain to, they should ask their Form Tutor or the Head of College. The person they spoke to will try and resolve the matter and will contact the student again within 5 working days to see if a solution can be found. If the complainant feels that a concern has not been addressed through informal discussion or in writing and they wish to have the matter formally investigated they are to contact the Complaints Co-ordinator who will ask them to complete a complaint form (Appendix A). If they would like help completing the form, the Complaints Co-ordinator can offer assistance.

If the matter is about:

- the day-to-day running of the Academy
- the interpretation of Academy policies
- the actions or inactions of staff at the Academy

it will be investigated by the Head of College.

If the matter is about:

- Academy policies as determined by the governing body
- the actions or inactions of the governing body
- the Head of College

then, it will be investigated by the Chairman of Governors or a governor nominated by the Chairman.

The person carrying out the investigation will review the way in which the complaint has been handled by the Academy and ensure that the issues have been dealt with properly and fairly. He/she will write to the complainant with the outcome of this process within 10 working days of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. The complainant will be notified if this is the case with the complaint, but are not entitled to know which procedure will be carried out or the final outcome.

Stage 2

If the complainant is not satisfied with the result from Stage 1, he or she may choose to refer the complaint to Stage 2 of the procedure. This must be done in writing to the Academy within 10 working days of the completion of Stage 1.

At this Stage, the complaint will be considered by either the Chairman or nominated governor, or a panel of 3 governors depending on who carried out the investigation in Stage 1: -

- A. If Stage 1 was investigated by the Head of College or a senior member of staff nominated by the Head of College, the Chairman or nominated governor will consider the manner in which the complaint was addressed and decide whether it has been properly dealt with. The Academy will be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the Academy’s procedure. If there are any concerns, the Head of College may re-open the investigation. The complainant will be kept informed of any delay.

If the complainant is not satisfied after the Chairman or nominated governor has completed their review, a panel of 3 governors will meet to consider the complaint and make a final decision about it on behalf of the governing body.

- B. When Stage 1 has been investigated by the Chairman or nominated governor, Stage 2 will be carried out by a panel of 3 governors, who will meet to consider the complaint and make a final decision about it on behalf of the governing body.

In either A or B, the panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 10 working days of your request.

There will be the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if you wish, to put your case forward and the student should contact the Complaint Co-ordinator to arrange this. The Head of College will be given the same opportunities. The panel will write to the complainant with its conclusion within five working days of the meeting.

The decision of the panel is final. Appeals will be heard by the Principal.

APPENDIX 3

APPROVED	21st April 2009		
REVIEW DATE	20th April 2010		
SIGNED PRINCIPAL		PRINT NAME	
SIGNED CHAIR OF GOVERNORS		PRINT NAME	

Appendix A

AYLESBURY VALE ACADEMY

STUDENT COMPLAINT FORM

FORMAL PROCEDURE STAGE 2 AND ABOVE

COMPLAINTS PROCEDURE FOR STUDENTS

This form is to be completed for all complaints to be dealt with under the formal part of the Student Complaints Procedure and should be sent to your Head of College. Advice on completion of the form can be obtained from your Form Tutor.

COMPLETE IN BLOCK CAPITALS OR TYPE.

DETAILS OF COMPLAINT – TO BE COMPLETED BY STUDENT

Full Name: _____

Year: _____

Address for correspondence in connection with the complaint (in the case of a Group Complaint, please attach a list of complainants on a separate sheet of paper):

Postcode:

Outline of Complaint, including dates of actions (please use additional sheets if necessary):

Please explain here what steps you have taken, together with dates, to resolve your complaint locally (as per the Informal Procedure)

Please explain why you are unsatisfied with the response you have received from the Academy.

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Head of College.

Please indicate, without prejudice, what outcome or further action you are expecting:

If you have written a formal letter of complaint to anyone else in the Academy please indicate names and/or let us know whether you intend to copy this to anyone else.

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary.

Signed:

Date:

Appendix B

Complaints Procedure for Areas of Head of College's Responsibility



