

# 1. COMPLAINTS POLICY SUMMARY

**Background:** This policy and procedures outlines our commitment to dealing with complaints about the service being provided by Delta Academies Trust and its Academies. It provides information on how we manage, respond to and learn from complaints.



**This guidance is not intended to be used where other more appropriate procedures are available.**

For example, Grievances, Harassment or Discrimination, Child Safeguarding or Whistleblowing. (See alternative policies and procedures).



## What you can expect from us

Delta Academies Trust will treat complaints seriously and ensure that concerns, complaints and issues raised by parents/carers, students and stakeholders are properly investigated in an unbiased, non-judgmental, transparent, timely and appropriate manner. The outcome of any investigation, along with any resulting actions will be explained to the complainant by the investigating party.



## Stage One - How to raise a concern

We understand a concern to be 'an expression of worry or doubt for which reassurances are sought.' Usually concerns are communicated directly with the member of staff concerned, by letter, by telephone, or in person (by appointment). If you have difficulty discussing a concern with that staff member, the Principal will refer you to another staff member. Many concerns can be resolved informally in this way and we hope to resolve most issues by this approach.



## Formal complaints procedure

If informal procedures fail to resolve the issue, a formal complaint can be submitted verbally or in writing. Please see section 5.5. of the Complaints Policy for instructions on how to submit a complaint. A **Complaints Form** is included at Appendix 1 if required.

There are various stages to the formal complaints procedure, which are set out in detail within the policy. These stages are as follows:

**Stage Two** – Formal Resolution

**Stage Three** – Appeal

**Stage Four** – Appeal (Academy complaints only)

Please refer to the **Complaints Flowchart** (Appendix 4) for more detail on these stages, including expected timescales.



## How to take a complaint further

We hope that we will be able to resolve any complaint concerning Delta or its Academies using this complaints procedure. If you feel this is not the case, please see section 9 of the procedures for further information on what you can do next.