

WEATHERFIELD ACADEMY

To become the best person you can be.



# Complaints Policy

## Complaints Policy (Info for Parents)

Governors September 2025

To be reviewed: September 2026

It is essential to establish the nature of the complaint to ensure that the correct policy/procedure is followed.

# Weatherfield Academy Complaints Policy

## 1. Introduction

Weatherfield Academy is committed to working in partnership with pupils, parents/carers, staff, and the wider community. We aim to handle all concerns and complaints fairly, promptly, and transparently. This policy sets out how complaints may be made and how they will be handled in accordance with Part 7 of the Education (Independent School Standards) Regulations 2014 and our Funding Agreement with the Secretary of State.

This policy is available:

- On our website.
- In hard copy from the school office on request.
- For inspection on the school premises by the proprietor and the Headteacher.

## 2. Scope of the Policy

This policy covers complaints about:

- The quality of education provided by the Academy.
- Matters relating to the day-to-day running of the Academy.
- The conduct of staff, pupils, or others connected with the Academy.

It does not cover:

- Admissions decisions (separate appeals process applies).
- Exclusions (separate statutory process applies).
- Matters relating to child protection (safeguarding procedures apply).

### 3. Stages of the Complaints Procedure

#### Stage 1 – Informal Resolution

Most concerns can be resolved quickly by speaking directly to the relevant teacher, tutor, or staff member. If this does not resolve the matter, parents/carers should contact the Headteacher.

#### Stage 2 – Formal Complaint to the Headteacher

If the matter is not resolved informally, the complaint should be put in writing to the Headteacher. The Headteacher (or a designated senior leader if the Headteacher is unavailable or the subject of the complaint) will investigate and provide a written response normally within 10 school days.

#### Stage 3 – Formal Complaint to the Governing Body / Complaints Panel

If the complainant is dissatisfied with the Stage 2 response, they may request that the complaint is heard by a panel appointed by the Governing Body.

- The panel will consist of at least three people.
- At least one panel member will be independent of the management and running of the Academy.
- Parents/carers may be accompanied to the panel hearing if they wish.
- The panel will consider the complaint afresh, review evidence, and make findings and recommendations.
- A copy of the panel's findings and recommendations will be:
  - Provided to the complainant and, where relevant, the person complained about.
  - Made available for inspection on the school premises by the proprietor and the Headteacher.

### 4. Confidentiality and Record Keeping

The Academy will:

- Keep a written record of all complaints, whether they are resolved following a formal procedure or proceed to a panel hearing.

- Record the action taken by the Academy as a result of those complaints (regardless of outcome).
- Ensure that correspondence, statements, and records relating to individual complaints are kept confidential, except where the Secretary of State, or a body conducting an inspection under section 109 of the Education and Skills Act 2008, requests access to them.

## 5. Monitoring and Review

The Governing Body will review this policy annually to ensure compliance with statutory requirements and to reflect good practice.