



The St Lawrence Academy Complaints Procedure for Students/Community/Employer

Within the academy we strive to create a learning environment, curriculum, experiences and relationships in which all individuals can find expression, be nourished and developed.

The academy commits itself to creating an environment for everyone that is characterised by our core values of Truth, Justice, Forgiveness, Generosity and Respect. These values have been used to determine this policy.

The St Lawrence Academy has a staged complaints procedure through which it aims to resolve concerns as quickly as possible. Academy staff should handle all concerns or complaints in an open, professional and courteous manner.

This procedure covers complaints and concerns from students, members of the community or employers about any aspect of the Academy provision. It does not cover, grievance and disciplinary offences, or safeguarding concerns, which should be pursued through the relevant Academy policies and procedures. A complaint could invoke deployment of associated Academy policies and procedures, including the Disciplinary Policy and Procedure and the Safeguarding Policy and Procedures.

Procedure for students, members of the community or employers:

To enable swift investigation and resolution, complaints should be raised as soon as is practically possible, and no later than six months of the occurrence.

Stage 1 – Informal

The first stage in the procedure is informal. In the first instance the complainant should try to resolve the issue(s) promptly by raising their concerns through whichever of the following channels is best for the person concerned:

- Directly with the member of staff concerned;
- Through their Line Manager;

All Academy staff should take appropriate and immediate action in response to a concern/complaint raised. Every effort should be made to establish all the relevant facts and secure immediate resolution of the problem.

Important: Both staff and the complainant should keep a written record of the complaint/concern, which may well be requested and used as evidence in any subsequent complaints investigation, should there be any further escalation by the complainant.

Stage 2 – Escalated

If the concern/complaint is not resolved at Stage 1, the complainant can progress the issue(s) to the next stage of the procedure.

The complainant should contact the appropriate Line Manager, identifying the nature of the complaint and the steps taken to try and resolve this issue.

Any concerns/complaints received against an individual will be treated confidentially. The complainant will receive a response within ten working days, detailing how the Line Manager plans to investigate the matter and an anticipated date for the outcome of the investigation.

Important: Both staff and the complainant should keep a written record of the complaint/concern, which may well be requested and used as evidence in any subsequent complaints investigation, should there be any further escalation by the complainant.

Stage 3 – Formal

This stage of the process should only be deployed when the complaint is not resolved at either Stage 1 or 2 and needs to be progressed formally. The detail of the concern/complaint must be formally submitted in writing and must include what steps have already been taken to try to secure resolution at Stages 1 and 2 and the required resolution sought.

Complaints should be addressed to:

Mike Adnitt
Principal
The St Lawrence Academy
Doncaster Road
Scunthorpe
North Lincolnshire
DN15 7DF

Alternatively, you should email ssimpson@tsla.co.uk

A written response will be sent within ten working days detailing how the complaint will be investigated, and when the complainant should expect an outcome.

If the complainant remains dissatisfied following the formal Academy response they have the right to raise it with the Chair of Trustees, Martin Monks within three months, but must have exhausted all three stages of the Academy complaints procedure prior.

Procedure for Employers

This procedure should be followed for complaints made by employers.

If an employer has any concerns/complaints about the students on Work Experience from the academy, they should raise their concerns (within no later than six months of the occurrence) directly with:

The ATL/SPL for Year 10

If the employer is not satisfied with the response received and wishes to pursue matters further, they have the right to directly escalate their issue(s) to Stage 3 of the Complaints Procedure, as detailed previously.

Attached:

Meeting Request Form
Academy Formal Complaints Form
Academy Complaint Review Request Form

Review

In order to ensure that it reflects current best practice, this policy will be reviewed every 3 years.

The St Lawrence Academy: Meeting Request Form

I wish to meet (name of teacher) to discuss the following matter:

Brief details of topic to be discussed:

Date/times when it would be most convenient for a meeting:

Your name:

Relationship with the academy (e.g. community member, employer...)

Student's name (if relevant to the matter to be discussed)

Your Address:

Telephone numbers

Daytime:

Evening:

Email address:

Signed

Date

(Please complete this form and return it to the academy reception)

Academy use:

Date form received:

Date response sent:

Received by:

Response sent by:

The St Lawrence Academy: Formal Complaint Form

Please complete this form and return it to the academy reception or to the Principal who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name

Relationship with academy (e.g. employer, community member...)

Student's name (if relevant to your complaint):

.....

Your Address:

Telephone numbers

Daytime:

Evening:

Email address:

Please give concise details of your complaint, (including dates, names of witnesses etc...), to allow the matter to be fully investigated:

You may continue of seperate paper, or attache additional documents, if you wish.
Number of additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Academy use:

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			

The St Lawrence Academy: Complaint Review Request Form

Please complete this form and return it to the Principal (or Clerk to the trustees, Sally Simpson), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name

Your Address:

Telephone numbers

Daytime:

Evening:

Email address:

Dear Sir

I submitted a formal complain to the academy on and am dissatisfied by the procedure that has been followed.

My complaint was submitted to and I received a response from on.....

I have attached copies of my formal complaint and of the response(s) from the academy.

I am dissatisfied with the way in which the procedures was carried out, because:

You may continue of seperate paper, or attache additional documents, if you wish.

Number of additional pages attached =