

INTRODUCTION

Peploe-Williams Academy has long prided itself on the quality of teaching and pastoral care provided to its students. However, if parents do have a complaint or wish to appeal against a decision, they can expect it to be taken very seriously and treated in accordance with this Procedure. This complaints policy and procedure is available to parents on the school website or as a hard copy directly from the school.

STAGE 1 – INFORMAL RESOLUTION

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint or concern, they should normally contact the front desk-office manager initially. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If our staff cannot resolve the matter alone, it may be necessary for him/her to consult the Principal.
- A member of the PWA staff will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 7 working days, or in the event that the PWA staff and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint or appeal in accordance with Stage 2 of this Procedure.

STAGE 2 – FORMAL RESOLUTION

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Owners. The Owners will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Owners will meet the parents/guardian concerned, normally within 2 weeks of receiving the complaint in the Academy. If possible, a resolution will be reached at this stage.
- It may be necessary for the Owners to carry out further investigations.
- The Academy will keep written records of all meetings and interviews held in relation to the complaint on the file.
- Once the Owners are satisfied that, as far as is practicable all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Owners will also give reasons for their decision.

If parents/guardians are still not satisfied with the decision, they should seek legal advice outside of the Academy. The decision by the owners will be final in all situations. CDMT will not respond to your complaints about the Peploe-Williams Academy, and we are not under the control of Ofsted, or any government departments.

The school keeps a written record of all complaints for three years whether they are resolved or not. Parents/guardians can be assured that correspondence, statements and records relating to individual complaints are to be kept confidential and subject to the data protection (GDPR) privacy policy.