



Procedure for Raising Concerns and Raising Complaints

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At Excelsior Academy we are committed to developing a positive learning partnership between pupils, parents, carers, staff and governors. Through our structures and systems we want to encourage parents / carers to contribute thoughts and ideas towards developing that partnership.

From time to time parents/ carers or members of the wider community may need to raise a concern or complaint. We believe that concerns or complaints should be raised as soon as they arise. We are committed to respond as quickly as possible.

The following guidance is intended to assist parents/carers and the wider community in receiving a speedy response should they wish to raise a concern or complaint.

Raising Concerns

If parents/ Carers have concerns about any aspect of their child's learning they should raise them initially with their child's classroom teacher (Rainbird Primary) or Mentor/Progress Coach (11-16 schools/Excelsior College).

More serious matters or concerns about wider Academy issues should be raised through the appropriate School Welfare Manager or School Principal.

Complaints Procedure

Complaints should be raised initially through the appropriate School Principal or Excelsior College Director. If parents/carers are not satisfied after following this process they should contact the Academy's Business Manager either in writing to Excelsior Academy, Denton Road, Newcastle upon Tyne NE15 6AF or by telephone 0191 228 8400

If parents/ carers are not satisfied after raising their concern or complaint with the Academy's Business Manager, they should contact the Executive Principal either in writing to Excelsior Academy, Denton Road, Newcastle upon Tyne NE15 6AF or by telephone 0191 228 8400.

If parents/ carers are not satisfied after raising their concern or complaint with the Academy's Executive Principal they should write to the Chair of Governors, Mr Peter Fair c/o Excelsior Academy, Denton Road, Newcastle upon Tyne NE15 6AF.

If parents/ carers are not satisfied after raising their concern or complaint with the Academy's Chair of Governors they may request that their complaint is heard by a panel (of three people) who have not been directly involved in the matters detailed in the complaint. Parents/carer complainants have the right to be invited to attend the panel and if they wish, may be accompanied.

In the event of a panel hearing taking place the complainant, Chair of Governors, Executive Principal and person complained about will be given written details of the findings and recommendations of the panel.

Complaints about School Principals, Excelsior College Director or The Academy Business Manager should be raised directly with the Executive Principal.

Complaints about The Executive Principal should be raised directly with The Chair of Governors.

We will make every effort to make an initial response to any complaint within 24 hours of receiving the complaint. This will usually be through a letter or telephone call as appropriate. In some cases a more detailed response may take some time. This will vary depending on the nature of the complaint and time of the school year. We will make every effort to make sure that we inform the person raising the complaint of the likely time scale of any follow up action and keep them informed of any delay. We will update complainants of our progress at least once a week during school term time should a matter take more than a week to resolve.

A written record will be kept of all complaints and their outcomes. Any correspondence, statements and record of complaints will be kept confidential.

Complaints may be raised initially informally by telephone or in writing. More serious complaints particularly when the complainant is not happy with the response to an informal complaint must be made in writing.

It is not acceptable to threaten or verbally or physically abuse a member of Academy staff in the process of raising a complaint. Threatening or abusive behaviour towards a staff member will be followed up through our Violence at Work Procedure.