**POLICY & PROCEDURE FOR DEALING WITH COMPLAINTS**

1. **Summary**

The Boxing Academy is committed to ensuring that all students receive the best possible education in a safe, comfortable and enjoyable environment. It is keen to respond quickly to any problems and to remedy any defects as soon as possible. This policy and procedure applies in respect of all complaints made against the Boxing Academy, except in respect of child protection allegations where the Boxing Academy Safeguarding policy and procedures apply.

Parents can be assured that all complaints and expressions of concern, whether raised informally or formally, will be treated seriously and confidentially. The aims of this policy are:

• To promote a culture that is open and welcoming.

• To demonstrate to parents and pupils that their opinions are valued.

• To encourage parents and pupils to raise any concerns that they might have.

• To enable parents to feel comfortable in communicating with the school.

• To enable members of staff to feel comfortable when dealing with complaints.

• To establish a means of dealing with complaints.

An effective complaints policy and procedure can diffuse problems and can also provide the schools with helpful information. Complaints treated as constructive suggestions can be used to improve standards and may prevent cause for further complaints~~.~~

Correspondence, statements and records will remain confidential except where the Secretary of State or a body conducting an inspection requests access to them or where any other legal obligation prevails**.**

1. **The Boxing Academy Complaints Procedure**

The Boxing Academy Vice Principal will make a written record of all concerns and complaints and the date on which they were received. These records will be kept for one year after the student has left the Boxing Academy.

 **2.1 Stage One - Informal Resolution**

It is hoped that most complaints and concerns will be resolved quickly and informally. If parents or students have a complaint they should normally contact the Vice-Principal. In many cases, the matter will be resolved straightaway by this means to the students’ or parents’ satisfaction. If the Vice-Principal cannot resolve the matter alone, it may be necessary for him/her to consult other staff, the Principal or Governors.

Complaints made directly to the Boxing Academy Trustees or Principal will usually be referred back to the Boxing Academy Vice-Principal for him/her to deal with the matter personally.

The Boxing Academy will use its reasonable endeavours to resolve any informal complaints within ten working days of them being raised, except where they are raised in school holidays or within two working days of their commencement where the Boxing Academy will use its reasonable endeavours to resolve them as soon as possible after commencement of the new school term (usually within ten working days).

Should the matter not be resolved as referred to above, or in the event that the Boxing Vice-Principal and the parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage Two of this Procedure.

 **2.2 Stage Two - Formal Resolution**

If the complaint cannot be resolved on an informal basis as set out above, then parents should put their complaint in writing to the Boxing Academy Principal. The complaint should be expressed clearly and courteously. The Principal will investigate the complaint and will decide the appropriate course of action to take. In most cases, the Principal will meet or speak with the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage.

The Boxing Academy Principal will use reasonable endeavours to speak to or meet parents within ten working days of the formal complaint being received, except where the complaint is received in school holidays or within two working days of their commencement where the Principal will use his/her reasonable endeavours to speak or meet with parents as soon as possible after the commencement of the new school term (usually within ten working days).

The Principal will keep a written record of all meetings and interviews held in relation to the complaint.

Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made. Parents will be informed of this decision in writing, giving reasons for the decision. The written decision should be provided no later than ten working days after speaking or meeting with parents to discuss the matter. The Principal may also arrange to meet with parents to explain the decision.

Where parents are dissatisfied with the outcome of the Principal’s response to their formal complaint, they have the opportunity to appeal to the Boxing Academy Chair of Governors.

**2.3 Stage Three – Appeal to the Boxing Academy Chair of Governors**

If the complaint cannot be resolved at stage two as set out above, then parents can appeal to the Boxing Academy Chair of Governors. The parents should put their appeal in writing.

The Boxing Academy Chair of Governors will consider the appeal and will decide the appropriate course of action to take. The Boxing Academy Chair of Governors will endeavour to meet the parents concerned to present his/her response.

The Boxing Academy Chair of Governors will use reasonable endeavours to meet the parents within ten working days of the appeal being received, except where the appeal is received in school holidays or within two working days of their commencement where the Boxing Academy Chair of Governors will use his/her reasonable endeavours to meet with parents as soon as possible after the commencement of the new school term (usually within ten working days).

The next available stage after the Governors have made a final decision is to contact the DfE. The Department’s executive agency, the Education Funding Agency (EFA), will investigate complaints about Free Schools and academies.  EFA will investigate complaints about such things as:

* undue delay or non-compliance with a Free School’s own complaints procedure;
* a Free School’s failure to comply with a duty imposed on it under the funding agreement; or
* a Free School’s failure to comply with any other legal obligation.
1. **Complaints Procedure Records**

The Boxing Academy will keep a written record of all formal complaints, including records of meetings and interviews held in relation to the complaint, and its decision.

The Boxing Academy will keep a written record of all appeals, decisions and recommendations of the Complaints Panel.

All such records will be kept for one year after the relevant students have left the Boxing Academy.