



# EBOR ACADEMY TRUST

## A brief guide to Ebor Academy Trust's Concerns and Complaints Policy

### How to raise a concern with our Trust



**Ebor Academy Trust** is an exempt charity regulated by the Secretary of State for Education. It is a company limited by guarantee registered in England and Wales, Registered Company Number 08806335, whose registered office is at Ebor Academy Trust, Ebor Business and Training Centre, The Leyes, Osbaldwick, York, YO10 3PR.

**Ebor Academy Trust: One School, Many Sites**

**At the Ebor Academy Trust, we aim to provide every child and their family with the best education and support. While most of our parents experience smooth relationships with their school, there are times when matters arise that need to be resolved. If you have a concern the best place to start is by talking to your child's school. You will be able to work together to resolve your concern.**

On rare occasions families feel their concern has not been fully addressed and become a complaint. When this happens, we ask that you follow the formal process as detailed in our Concerns and Complaints Policy. This ensures that your complaint is heard and addressed appropriately.

We don't see a complaint as being a negative or confrontational action, quite the opposite. Despite our greatest efforts and planning, things do occasionally not turn out as we would have hoped and a complaint can ensure that any lessons learned are applied to future situations. Making a complaint has at its heart the goal of resolving the issue you raise at the earliest opportunity to ensure that your child is receiving the best possible education. We are committed to working with you, together.

### **Who can make a complaint?**

- Parents of current pupils at an Ebor Academy Trust school

### **What is not covered by the complaints policy?**

- Pupil suspension or exclusion
- Admission to a school and the granting of a school place
- Child protection/safeguarding
- Data protection
- Statutory assessment of SEN
- Complaints about services provided by other providers who may use school premises or facilities
- Content of the National curriculum
- Serial, unreasonable or vexatious complaint
- Complaints over 3 months old
- Whistleblowing

Early Years provision complaints and complaints from people who are not parents, are outside of the complaints procedure but will be handled professionally. Please address your complaint to [complaints@ebor.academy](mailto:complaints@ebor.academy).

More detailed information on how to raise a concern about any of the above issues can be found in our Concerns and Complaints policy.

### **What will we do when we receive a concern / complaint?**

We take the concerns of parents seriously and will provide a comprehensive, transparent and fair consideration of the complaint while maintaining confidentiality.

## **What do you need to do?**

We actively encourage your full involvement in the complaints process as we work through it together. We will treat your individual case, and you, with respect and confidentiality and we ask that you offer us the same in return. It is only through this shared approach that we can find a solution that addresses your complaint and achieves our collective aim of improving your child's school experience.

When making a complaint, be specific about what you are unhappy about that is affecting your child's school experience and provide any and all relevant details. In addition, it is important to think about what a successful and realistic outcome would be for you and your child and provide detail on this. This will help us work with the school to address the issue effectively and ensure we can reach a resolution that will benefit your child and their education.

1. The first option is always to approach your child's class teacher or other appropriate member of staff. Most concerns are informally resolved satisfactorily at this stage.
2. If the informal process does not resolve your concern, the next step is to follow a formal pathway as detailed in our Concerns and Complaints policy. You will be able to detail your complaint in writing using our complaints form for parents (Stage 2). Your child's Headteacher will arrange for an investigating Officer to meet with you to discuss your complaint and the outcome you wish to see. Following this meeting they will fully investigate the complaint and respond with details on any steps that should be taken by your child's school to resolve your complaint.
3. If your child's Headteacher/Investigating Officer has been unable to resolve the complaint to your satisfaction, or If you feel that the school has not properly investigated your complaint or it has not followed its published procedures, you are entitled to have all matters reviewed by a panel of three members who have had no previous involvement with your specific complaint. Please complete the complaints form for parents (stage 3) and return it to [complaints@ebor.academy](mailto:complaints@ebor.academy). Stage 3 is in place to make sure your complaint has been listened to and provides an opportunity to appeal decisions made.

Before moving onto each new step in the Concerns and Complaints process, please think carefully about why you don't feel your issue has been resolved. Consider if further discussion and/or mediation could help. Problem solving with your child's school is usually the quickest way to reach a resolution, or to correct a misunderstanding, as everyone involved understands your child, their unique characteristics, the way in which they learn and their general wellbeing has the best interests of the child in mind.

## **Social media and the press**

We totally understand that when things do not go as well as expected for your child, you may feel anger, upset or frustration. We want to work with you to create a productive environment where these feelings can be recognised and addressed and a resolution found. In the heat of the moment, sharing information about your concern or complaint via social media or the press may feel quite freeing. In our experience however, sharing information publicly can bring unwanted scrutiny on us as a school and

Trust but also, importantly, on the family involved. Please give us the opportunity to work through your complaint with you collaboratively and confidentially to bring about a resolution as swiftly as possible.

**Copies of our full Concerns and Complaints Policy can be found by visiting the Ebor Academy Trust website on: <https://eboracademytrust.co.uk/policies/>**