



Policy Relating to the Management of Complaints to the Multi Academy Trust

**Diocese of Coventry
Multi Academy Trust**

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Management of Complaints to the MAT

Version	Date	Author	Changes
v1.0	Jan 2014	Jo Baker	Initial Issue
v2.1	March 2017	Jo Baker	Reviewed

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Where the academy-based complaints procedures have been completed and the complainant does not feel their complaint has been dealt with to their satisfaction by the academy they may contact the Multi Academy Trust in writing to request a review of the complaint investigation.

Generally the Multi Academy Trust will only look into complaint about academies that fall into the following two areas.

a) The academy did not comply with its own complaints procedure when considering a complaint or the academy's complaints procedure does not comply with statutory requirements.

The Multi Academy Trust cannot review or overturn an academy's decisions about complaints but will look at whether the academy considered the complaint appropriately. The Multi Academy Trust will generally only do this after a complaint has been through the academy's own procedure but may investigate sooner if there is evidence of undue delays by the academy. If the Multi Academy Trust finds that an academy did not deal with a complaint appropriately it will request that the complaint is reconsidered. Similarly, if the academy's complaints procedure does not meet statutory requirements then the Multi Academy Trust will ensure this is put right.

b) The academy has failed to comply with a duty imposed under its funding agreement with the Secretary of State.

The Multi Academy Trust will seek to resolve any concerns regarding potential or actual breaches of the funding agreement with the academy. The Multi Academy Trust will also consider evidence that an academy has failed to comply with any other legal obligation placed on it.

Investigations will not usually take place 12 months or more after the decisions or action taken by the academy unless the complainant has good reason for the delay in making the complaint.

The Multi Academy Trust reserve the right not to investigate complaints considered to be vexatious or malicious or where the Multi Academy Trust is satisfied with the action that the academy has already taken or proposes to take to resolve the complaint.

Procedures for Dealing with a complaint

1. Written complaints will be acknowledged in writing within **5 academy days**. The complainant will be given the name of the Investigating Officer at the Multi Academy Trust.
2. The complainant will be asked to submit a written summary of the complaint.
3. The academy will be asked to provide:
 - a copy of its complaints procedures and details of any other relevant policies or procedures;
 - an explanation of how each stage of its complaints procedures has been followed;
 - a response to the summary of the complaint, together with relevant documents and copies of correspondence with the complainant.
4. The academy will be asked to respond within **10 academy days**, notifying the Investigating Officer if there is any confidential information which may not be shared with the complaint such as data belonging to individuals not involved in the complaint.
5. The Investigating Officer will respond in writing to the complainant, usually within **15 academy days**. However, whilst every effort will be made to complete investigations promptly, in some cases, requiring detailed investigations, it will take longer to produce a written response. Where this is the case the complainant will be advised of any revised timescale for production of the written response.
6. Where appropriate the Multi Academy Trust may direct the academy to review its decision on the complaint submitted to it or change its procedures for reaching the decision if they are non-compliant with statutory requirements

The Role of the Education Funding Agency

1. If the complainant still continues to be dissatisfied after the matter has been considered by the Multi Academy Trust they may refer the matter to the Education Funding Agency via an online complaints form at the following address:
https://form.education.gov.uk/fillform.php?self=1&form_id=cCCNJ1xSfBE&ty=pe=form&ShowMsg=1&form_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1
2. The Education Funding Agency will ensure that the complaint has been dealt with properly by the academy and will consider complaints about the

academies that fall into any of the following three areas:

- Where there is an undue delay or the academy did not comply with its own complaints procedure when considering the complaint
 - where the academy is in breach of its funding agreement with the Secretary of State
 - Where an academy has failed to comply with any other legal obligation.
3. The EFA will not overturn an academy's decision about a complaint. However, if the EFA finds an academy did not deal with a complaint properly, they may request that the complaint be looked at again and procedures be changed to meet the requirements set out in the Regulations.