

## Compliments and Comments

We are always keen to receive suggestions for improvement and feedback on the things we are doing well. Plus, it is good to be able to pass on positive feedback to our staff.

If you have something to say:

- Tell the individual
- Write to the Principal
- Write to the Chair of Governors
- Contact Academy Transformation Trust

## Useful Contacts

**The Children's Legal Centre National Education Law and Advisory Unit**

Free education law advice

Tel: 08088 020 008 | [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

**Advisory Centre for Education (ACE) Ltd**

Independent advice on a wide range of education issues

Tel: 0300 0115 142 | [www.ace-ed.org.uk](http://www.ace-ed.org.uk)

**Family Lives**

Free helpline offering support for parents

Tel: 0808 800 2222 | [www.familylives.org.uk](http://www.familylives.org.uk)

**Kidscapoe Hotline**

Advice on bullying issues

Tel: 08451 205 204 | [www.kidscape.org.uk](http://www.kidscape.org.uk)

**Childline**

Free national helpline for children and young people

Tel: 0800 1111 | [www.childline.org.uk](http://www.childline.org.uk)



## Complaints, Compliments & Comments



Academy Transformation Trust  
Room 501  
1 Victoria Square  
Birmingham  
B1 1BD

 Tel: 0121 632 2340

 Email: [office@academytransformation.co.uk](mailto:office@academytransformation.co.uk)

 Web: [www.academytransformationtrust.co.uk](http://www.academytransformationtrust.co.uk)

 Twitter: [twitter.com/AcademyTrust](https://twitter.com/AcademyTrust)

# Complaints

Here are the four stages of the complaints procedure.



## Stage 1 (Informal)

Talk to:

- Class Teacher
- Head of Year/House
- Principal



## Stage 2 (Formal)

Write to:

- Principal
- Chair of Governors



## Stage 3 (Appeal)

Contact:

- Academy Transformation Trust's Parent Advocate



## Stage 4 (Review)

Write to:

The Department for Education

## Stage 1 (Informal)



At first you should speak to the person closest to the situation as you may find that there has simply been a misunderstanding. This will usually be:

- Class Teacher
- Head of Year/House
- Principal

Often it is best to book an appointment to discuss your concern so that you have enough time to really talk it through.

We hope that having met and discussed your concern a resolution has been reached. If you are not happy with the solution offered then you can either discuss your concern with another member of staff or move on to the formal process (Stage 2).

## Stage 2 (Formal)



If discussing your concern has not resulted in a solution then you should put your concern in writing. In most cases you should write to the Principal.

If you have already met with the Principal in Stage 1, or the complaint is about them you should write to the Chair of Governors at the academy marked private and confidential.

You will receive an acknowledgement letter from the Principal/Chair of Governors within five working days of receipt of your letter. This will let you know what the next step is.

This could be:

- Meeting with you
- Investigation
- Action under another policy.

## Stage 4 (Review)



If you are not happy with the process you have been through, you can ask the Department for Education to look into your complaint.

They can be contacted through the School Complaints Form on their website: [www.education.gov.uk](http://www.education.gov.uk)

Or

Department for Education  
Castle View House  
East Lane  
Runcorn  
Cheshire  
WA7 2GJ

## Stage 3 (Appeal)



If you are not happy with the proposed solution in Stage 2 and further discussion has not resulted in a resolution, then please contact Academy Transformation Trust's Parent Advocate:

Parent Advocate  
Academy Transformation Trust  
Room 501  
One Victoria Square  
Birmingham  
B1 1BD

Tel: 0121 632 2343

The Parent Advocate will discuss your options with you, on how to take your complaint further and what solutions are available to you.

