

# 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

### Child Law Advice

Free education law advice

Tel: 0300 330 5485 | [childlawadvice.org.uk](http://childlawadvice.org.uk)

### 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)

### Kidscape Hotline

Advice on bullying issues

Tel: 020 7730 3300 | [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)

Forward as one.  
Improving Education Together.

### Visit:

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

### Call:

0121 632 2340 / 2341

### Email:

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

 @AcademyTrust



# Complaints, Compliments & Comments

Improving Education Together.

# 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



For further information please see the full Complaints Procedure on your academy website.

## 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 4 Review



If you are not happy with the process you have been through, you can ask the Department for Education (DfE) 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 for further information, call the DfE helpline on: 0370 000 2288

Please note, both your academy and Academy Transformation Trust will no longer be involved in the complaints process at this stage and all correspondence should go through DfE.

## 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, where possible. This will let you know what the next step is.

This could be:

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

## 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 Governance Department.

Governance Department,  
Academy Transformation Trust, Room 501,  
One Victoria Square, Birmingham, B1 1BD

Tel: 0121 632 2343

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

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