

Complaints Procedure



College / Site	FAR Academy - Whitstable
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Policy owner:	Brent Lewis
Queries to be directed to:	Brent Lewis - Headteacher

This policy will be reviewed on an annual basis.

Date of last review:	September 2023
Date of next review:	September 2024

Complaints Procedure



The FAR Academy aims to provide high quality services that meet your needs. We hope we achieve this most of the time: if we are getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with us.

1. First Steps

If you are unhappy about any FAR Academy service, please speak to the relevant staff member or Headteacher.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

2. Making a Written Complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Headteacher. (If your complaint is about the Headteacher, please write to the Chair of Trustees.)

All written complaints will be logged. You will receive a written acknowledgement within three working days. We will then keep you informed about progress every 15 working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next Meeting, which will decide on any further steps to resolve the situation.

3. Process

All complaints will be reported to the Headteacher and recorded.

The CEO will identify whether the complaint has arisen as the result of a lapse or failing in The FAR Academy's existing control methods and procedures. If this is deemed the case measures will be determined and introduced to ensure that recurrence of the problem does not occur.