



UTC Cambridge Student/Parent Complaints Policy

Lead member of SLT: HR/Business Manager
Designated Governor: Chair of the Full Governing Body

DfE Guidance from Statutory Policies for schools, June 2014

Review frequency: Governing body free or proprietor, free to determine.

Approval: Governing body free to delegate to a committee of the governing body, an individual governor or the Headteacher.

Legislation: Maintained schools (and applied to PRUs) – The Education Act 2002:section 29.

Academies, free schools and independent schools – The Education (Independent School Standards) Regulations 2010.

Non – maintained special schools – The Education (Non – maintained Special Schools) Regulations 2011.

Associated documentation

UTC Cambridge Equality and Diversity policy

UTC Cambridge Disciplinary and appeals policy

UTC Cambridge Vision

UTC Cambridge: Delivering Future Scientists

UTC Cambridge Mission

Through an innovative curriculum, developed with leading scientists from industry and academia, UTC Cambridge builds bespoke learning solutions delivered in a state of the art science and technology environment that empowers students to manage their academic and career development.

UTC Cambridge Values

We set ourselves challenging goals, are agile and resilient, to achieve our personal best.

By respecting one another we enhance our experience and benefit from different perspectives.

We take individual responsibility, ensuring team delivery.

By respecting our environment, our world, we make a difference.

We celebrate positive contribution and aspire to excellence.

We are morally and ethically responsible in scientific and environmental innovation.

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Review date: July 2017

1. Aim

- 1.0 UTC Cambridge is committed to ensuring the highest levels of communication and partnership with our parents through the pastoral system, publications, regular opportunities for face-to-face communication and the Home-UTC Cambridge Agreement. However, from time-to-time misunderstandings can occur. This policy is intended to address these occasions.
- 1.1 This procedure will apply to most general complaints received by UTC Cambridge. It is not intended to cover those matters where a statutory procedure already exists.
- 1.2 This policy aims to ensure that parents are fully aware of UTC Cambridge expectations of them in relation to complaints.

2. Expectations

- 2.0 Parents will:
- Abide by the the Home-UTC Cambridge Agreement
 - Engage in dialogue with UTC Cambridge staff regarding their child's progress
 - Attend parents' evenings and information sessions
- 2.1 UTC Cambridge will:
- Abide by the Home-UTC Cambridge Agreement
 - Keep parents informed of key events in the UTC Cambridge calendar
 - Provide a point of contact – the Tutor – for parents to communicate with
 - Keep parents informed about their child's progress and behaviour
 - Ensure that parents are regularly consulted, with the Parent Governor as the principal means for feedback to the Governing Body on parents' views

3. Communications

- 3.1 Parents are kept informed of all UTC Cambridge activities, events and expectations in the following ways:
- Regular emails providing information about key UTC Cambridge issues and activities
 - Half-termly Appraisal reports on students' progress
 - News bulletins on the website
 - Opportunities for on-going dialogue with tutors via telephone and/or email
 - Student and Parent Webpages
 - Annual parents' evenings
- 3.2 Specific meetings with parents are also arranged for the following:
- SEND reviews
 - Pastoral Support Programmes
 - Attendance Improvement Service (AIS) meeting for punctuality and attendance
- 3.3 If there is a telephone concern of any kind about a student, parents/carers will be contacted either by telephone or letter.

- 3.4 If this initial concern continues or worsens parents/carers will be requested to meet the appropriate member of staff at UTC Cambridge.
- 3.5 All staff will be informed of the correct procedures for contacting parents.
- 3.6 Copies of all letters sent home, notes taken from telephone calls made, interviews held and monitoring reports will be placed in the student's file.

4.0 Concerns and Complaints

- 4.1 Concerns can normally be dealt with on an informal basis. If parents have a concern, they should:
- Raise the concern verbally with a member of staff or, if more appropriate, their Line Manager as soon as possible
 - Allow UTC Cambridge sufficient time to investigate and respond
- 4.2 When does a concern become a complaint?
- When there is serious concern that cannot be resolved in an informal way
 - When a concern is strong enough to require the use of formal procedure eg. the health and safety of students are perceived to be at risk
- 4.3 If a concern becomes a complaint, then at this stage it becomes formal. (See Appendix I)

Complaints in the following areas have separate procedures:

- Admission to the UTC Cambridge
- Exclusion of students from UTC Cambridge
- Statutory assessment of Special Educational Needs
- Complaints about the curriculum, including religious education and collective worship

Please see the separate relevant policies for the above.

5. General principles

- 5.1
- The complaints procedure works sequentially
 - The views of everyone concerned should be both heard and valued
 - Confidentiality applies to all complaints
 - Full, confidential written records will be kept at all stages of the complaint procedure
 - Brief, summary details of all formal complaints will be kept in the confidential complaints' log by the PA to the Principal
 - The needs and interests of the whole UTC Cambridge community needs to be considered alongside those of individual students
 - UTC Cambridge staff will keep to the timescale outlined

APPENDIX I – CONCERNS & COMPLAINTS PROCEDURE FOR PARENTS/CARERS

Guidance

- It is intended that all concerns and complaints are resolved as quickly and as amicably as possible.
- To help achieve this, it is usually the case that the relevant member of staff or their line manager should be contacted first: escalating the complaint to the highest level first, invariably delays the process.
- Therefore, formal complaints will not be considered until the informal stage has been completed.
- The stages in the procedure set out below are sequential, and must be followed in order.

Stage 1 – Informal Stage – Concern

Parents: If parents have a concern, they should raise the concern verbally with the relevant member of staff or, if more appropriate, their Line Manager as soon as possible.

UTC Cambridge: A verbal or email acknowledgement will be made, usually within 24 hours.

Parents: Allow UTC Cambridge sufficient time to investigate and respond.

UTC Cambridge: Will respond to the concern within 5 working days orally, via email or by letter.

Stage 2 – Formal Stage – Complaint

Parents: If parents are dissatisfied with the outcome of the informal stage, or the concern is of very serious nature which reflects the health and safety of UTC Cambridge students, then an email or letter should be sent to the relevant line manager.

Parents: Reception or the PA to the Principal will provide line managers details.

UTC Cambridge: A verbal or email acknowledgement will be made within 24 hours.

UTC Cambridge: The complainant may be invited into UTC Cambridge to discuss the issues, or called to discuss the matter over the telephone.

Parents: Allow UTC Cambridge sufficient time to investigate and respond.

UTC Cambridge: Will respond in writing, via email or letter as soon as possible and within 5 working days of receiving the complaint.

Stage 3 – Formal Stage – Complaint to the Principal

Parents: If the complainant wishes to take the matter further, he/she should write formally to the Principal, setting out the complaint and the reasons why the actions taken at Stages 1 and 2 are regarded as unsatisfactory.

UTC Cambridge: a verbal or email acknowledgement will be made, usually within 24 hours.

UTC Cambridge: The Principal will usually invite the complainant into UTC Cambridge to discuss the issues, or call to discuss the matter over the telephone within 5 working days.

Parents: Allow UTC Cambridge sufficient time to investigate and respond.

UTC Cambridge: The Principal will respond in writing via a letter, within 5 working days of discussing the matter with the complainant, stating the outcome of any investigation and reporting any action taken.

Stage 4 – Formal Stage – Complaint to the Chair of Governors

Parents: If the complainant remains dissatisfied with the process, he/she can write to the Chair of Governors.

UTC Cambridge: The Chair of Governors will convene a panel to consider the complaint within 15 working days of receipt of the complaint. The panel will consist of 3 members, all of whom will not previously have been involved with the complaint. At least one of the panel members will be independent of the management and running of the UTC Cambridge.

Parents: The complainant will be invited to meet the panel in person to put forward their case. Parents may choose to be accompanied but must advise the Chair of Governors who they wish to invite in advance.

UTC Cambridge: The panel may also invite members of UTC Cambridge staff to attend the meeting to provide background/further information, including details of actions taken/resolutions offered under the earlier stages of the procedure.

UTC Cambridge: Once the panel has concluded their view, a letter will be sent to the complainant stating the outcome, and any recommendation, within 5 working days: the Governors' decision is final.

UTC Cambridge: A copy of this letter and any recommendations will also be sent to the person complained about, a further copy will be kept by the PA to the Principal for inspection purposes.

If you do not feel your complaint has been resolved by UTC Cambridge

If, after following all the steps outlined in this Policy, you are not satisfied with the way in which UTC Cambridge has dealt with your complaint, you can then complain to the Education Funding Agency (EFA). You should include any relevant documents with your complaint.