



# LIGHTBEAM

## ACADEMY

*Nurturing Our Children To Follow The Prophetic Way*

# Complaints Policy

July 2017

## **Introduction: Parents and LightBeam Academy working together**

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Children, of any age, are more likely to be happy and to achieve their best if their parents take an active interest in their education and welfare during the time the child is in the Academy.

It is natural that parents may, from time to time, be concerned about some aspect of their child's education. This may, for example, be due to a misunderstanding about the Academy's approach to aspects of the curriculum, or about the way we deal with discipline and behavioural problems.

We therefore welcome enquiries from parents about these and other matters and are confident that, in the vast majority of cases, we can reassure you by explaining our policies and practice and how they affect your child.

With a commitment from all concerned to resolve any such concerns calmly and rationally, we can work with you to try to achieve the most appropriate solution in your child's interests.

### **Expressing your concerns**

Our policy is that parental concerns and complaints in the first instance should be directed to the Principal who will arrange a meeting with you to discuss your concerns in more detail. Wherever possible, we prefer to resolve any concerns informally, so as to make the best use of valuable time in supporting our children.

If, therefore, you have any concerns at all about your child's education or welfare, please contact us to arrange an appointment to discuss your concerns. We will then explain what action we can take to help to resolve the problem. You must not in any way disrupt the class during Academy teaching times.

From time to time, situations can arise where parents feel that they must state their concern more formally. The procedures set out in this document explain how we will handle such cases.

### **Keeping calm!**

We recognise that parental concerns can give rise to stressful situations for families and the Academy Staff. We therefore ask you to bring your concerns to us in a spirit of positive willingness to seek a solution; and we will respond accordingly.

As partners in your child's education, we all need to approach any difficulties calmly, and without aggression, so that we can work on the problem constructively together.

1. This policy statement sets out the Academy's approach to dealing with parental concerns and complaints. Further details of how we handle them are contained in our procedures document, which you can obtain on request from the Academy.
2. We value good home/Academy relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.
3. We welcome feedback on what parents feel we do well, or not so well. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.
4. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the Academy's policy for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the Academy team. In particular, any disagreements should not be expressed inappropriately or in front of pupils.
5. The Academy's procedures will be reviewed regularly and updated as necessary.
6. All Academy volunteers, teaching and non-teaching members of staff will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis or as a group activity.
7. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our option to close a complaint before all the stages of the Academy's procedures have been exhausted, if this appears to be appropriate.

Please refer to our Complaints Procedure for a detailed guide on how to raise a complaint with the Academy.