NMPAT

Northamptonshire Music and Performing Arts Trust

Complaints Policy and Procedures

Policy

NMPAT's values are concerned with meeting the needs of pupils, parents and others who have a stake in the organisation. The Board of Trustees believes that constant feedback is an important ingredient in self-improvement and raising standards. Pupils, parents, carers, or other adults who have concerns or complaints should feel that they can be voiced and will be considered seriously and dealt with fairly.

There are various principles behind this policy:

- There is a difference between a concern and a complaint. A concern is likely to require discussion between teacher, pupil and parent, and be resolved through conversation. If the concern is not readily resolved by that means, then it could become a complaint. A complaint is an expression of dissatisfaction, which requires a response.
- A complaint is likely to arise when there are issues of physical or emotional well-being and security, or when the NMPAT's stated values or aims are being ignored.
- A breach of the law will always constitute a complaint.

Complaints Procedure

Any formal complaint should be made in writing, to the Chief Executive.

- The Chief Executive will appoint a member of the Senior Leadership Team, or Manager, who will document and respond to the complaint (names, dates, times, events), and liaise with all those directly concerned.
- NMPAT will seek to resolve complaints by informal means, wherever possible.
- Any investigations will be full, swift and fair.
- The relevant parties will be kept informed of progress and the decisions reached.
- Every effort will be made to respect confidentiality.
- Feedback will be actively sought from those voicing complaints, in order to minimise complaints and maximise accountability.
- Complainants of a serious nature will receive a written explanation of the outcome of any investigation following the complaint and any resulting action taken as a result.

Roles and responsibilities of Chief Executive, and other staff

The **Chief Executive** will ensure that:

- This Complaints Policy and Procedures are made known to all stakeholders.
- All complaints are dealt with in the first instance by a member of the Senior Leadership Team or Manager, who will document the complaint.

All **staff** are expected to encourage pupils, parents and carers who have concerns to follow the complaints procedure.

The **Chief Executive** will ensure the following:

- If a complainant is not satisfied with the action taken by the member of the Senior Leadership Team, then the Chief Executive will hear the complaint.
- All complainants have the right to be accompanied when making the complaint, and pupils may be accompanied by a parent or carer.
- Where the complaint is against the Chief Executive, the complainant may wish to contact the Chair of the Board of Trustees first.

Arrangements for monitoring and evaluation

All complaints of a serious nature will be documented, and a summary included in the Chief Executive's report to the board of Trustees, including action taken and with advice on any implications for policies.

Relationship to other policies

This policy should be read in conjunction with all other NMPAT policies.