

Walsall Academy



Concerns & Complaints Policy

**(for members of the community other
than parents/carers of students at the
Academy)**

Reviewed by: S M Topper

Policy Title	Complaints and Concerns Policy (For Members of the Community)
Policy Reference	WA/ComC
Description	This document sets out the policy regarding complaints and concerns for members of the community
Status	Statutory
Category	Academy
Person Responsible	S Topper - Headteacher
Version	V 1.5 May 2025
Other relevant policies	
Adopted by the Governing Board on	November 2018
Next Review Due	May 2026
Data Protection	<i>Data will be processed in line with the requirements and protections set out in the General Data Protection Regulation</i>

Version Records		
Version	Date	Description
1.1	November 2020	Review
1.2	November 2021	Annual Review
1.3	November 2022	Annual Review
1.4	December 2023	Annual Review
1.5	May 2025	Review
1.6		
1.7		

CONCERNS & COMPLAINTS POLICY (for members of the community other than parents/carers of students at the Academy)

As per the Concerns and Complaints Policy (Parents and Carers), this policy is designed to meet the standards set out in the Education (Independent Schools Standards) Regulations 2014 Schedule 1, Part 7.

The type of concern/complaints in this category may vary widely. It could be behaviour of students in the community, witnessing a criminal offence, concern over a safeguarding issue, or the unprofessional behaviour of an employee. The range and variation of concerns/ complaints can be unlimited, and it is therefore difficult to have a precise mechanism through which to process all concerns/complaints as they may be the responsibility of other public services such as Police, Safeguarding Board, Social Services, Housing Trust etc.

Notwithstanding the range of issues which can be raised, the Academy will do all it reasonably can to resolve issues or provide advice regarding alternative organisations which are more appropriate to deal with the matter.

The Academy will therefore process concerns/complaints other than those from parents/ students as follows:

1. In the first instance ask to speak the Academy Concerns/Complaints Officer, Mrs Turnbull, who can be reached by telephone: (01922) 493910 or email: enquiries@walsallacademy.com.
2. The Concerns/Complaints Officer will then seek advice on the most appropriate person or organisation to deal with the concern/complaint and advise accordingly.
3. If the matter is to be dealt with internally by the Academy it will be processed using the most appropriate policy which will be made available to the person expressing the concern/complaint. For example, a safeguarding issue would have to be processed using the Academy's policy which is compliant with Safeguarding Board procedures.
4. All relevant policies used by the Academy are accessible via the Academy website.
5. If it was deemed more appropriate for an external organisation to deal with the matter such as a criminal offence, advice would be to contact the Police. In certain cases, the Police might wish to work in cooperation with the Academy.

The Academy values the interest that members of the community take to help us build a cohesive, mutually supportive, caring, respected and crime free community which everyone can all be proud of. The Academy will therefore work as supportively and cooperatively as it can to help resolve all issues of concern/complaint that are raised by members of the community for which this policy is designed.

In the event of a complainant not being satisfied about the handling of their complaint through one of the Academy's policies, there is recourse to the Department for Education via the Customer Help Portal <https://customerhelpportal.education.gov.uk/>

If the matter has been dealt with through another service such as the Police or Safeguarding Board, dissatisfied complainants will be advised to refer their dissatisfaction through the appropriate service.

Complaints need to be considered and resolved as quickly, and efficiently as possible so we would expect complaints to be made as soon as possible after an incident arises (within 3 months). The Academy will only consider exceptional cases outside of this timeframe.