

Local Appendix to DALP Complaints Policy for Hucknall Sixth Form Centre (HSFC)

(Comprising of students from National Church of England Academy, The Holgate Academy and Queen Elizabeth's Academy)

Informal stage

- Complainant should initially engage with tutor, as set out in DALP Complaints Policy, for matters relating to curriculum, pastoral, general educational matters
- Where complainant remains dissatisfied following engagement with tutor, initial contact should be with Head of Hucknall Sixth Form Centre, rather than with the Principal of the student's home academy.
- Head of Hucknall Sixth Form Centre will then review complaint and allocate issue to Principal of the relevant academy and inform the complainant who is investigating their complaint.
- As a general rule, the complaint will be investigated within the student's home academy wherever possible.
- If curriculum-based issues arise, the Head of Hucknall Sixth Form Centre will ensure there is input from the relevant lead academy, even if that lead is not from the student's home academy.
- Where the complaint concerns a student at one academy and a teacher from the other academy, or where multiple issues are raised relating to both academies, the Head of Sixth Form will co-ordinate the investigation of the complaint and ensure that a single response is sent covering all issues raised.
- Where an issue relates to a member of staff, there will always be input from the employing academy even in instances where the response to the complaint is co-ordinated by the other academy.
- Where complaint involves multiple issues, Head of Hucknall Sixth Form Centre to facilitate engagement between all interested parties and complainant and co-ordinate response. If necessary, Head of Hucknall Sixth Form Centre should convene meeting involving Principals of both academies involved (or their senior representatives).
- Governor involvement at the informal stage would be directed to and led by the Complaints Governor from the academy that took the lead on the initial stage response.
- For complaints regarding multiple issues, Head of Hucknall Sixth Form Centre to advise complainant which Complaints Governor Form A (within the DALP Complaints policy) should be addressed to, based on judgement of specific situation, at conclusion of initial engagement with complainant.
- Any complaint regarding Head of Hucknall Sixth Form Centre will be investigated by the Principal of National CofE Academy.

Formal Stage

- Complaint Form B to be addressed to the Chair of the Academy Board of the Academy whose Complaints Governor responded to Form A at informal stage
- Complaints Panel should comprise of at least one governor from each of the partner academies. No governors involved at this stage should have had any prior involvement in the handling of the complaint.

All other arrangements as set out in DALP Complaints Policy.