SANDWELL ACADEMY

Concerns & Complaint Policy (Community)

For members of the community other than parents/carers of students at the Academy

September 2026

Policy Title:	Concerns & Complaint Policy
Policy Reference:	SA / Quality & Review
Description:	This document sets out how the Academy will respond to complaints and concerns raised by parents /carers of students at Sandwell Academy.
Status:	Statutory
Category:	Academy
Contact:	Name: Melissa Brookes Title: Head's PA Email : mbrookes@sandwellacademy.com
Version:	September 2026
Other relevant SA polices:	None
Adopted by the Governing Board on:	November 2013
Date for Review:	September 2027

This policy is designed to meet the standards set out in the Education (Independent Schools Standards) Regulations 2014 and guidance issued 27 January 2015.

The type of concerns and 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 and complaints can be unlimited and it is therefore difficult to have a precise mechanism through which to process all concerns and 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 and complaints other than those from parents/students as follows:

1. In the first instance ask to speak the Academy Concerns & Complaints Officer, Melissa Brookes who can be reached by telephone on 0121 525 1700 or email at mbrookes@sandwellacademy.com
2. The Concerns & Complaints Officer will then seek advice on the most appropriate person or organisation to deal with the concern or 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 or 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 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 and complaints 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 ESFA via https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure

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.