



CHISONA
ACADEMY
Embrace the Achiever in You

Complaints and Grievance Policy

Updated	September 2023
Review Date	01 August 2024
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CHISONA ACADEMY welcomes comments and suggestions made by clients and other concerned parties and will always take seriously concerns and complaints that may arise. A complaint will always be treated as an expression of genuine dissatisfaction which requires a response. That response should always be given in reasonable time, be courteous and be helpful in progressing matters towards a positive outcome.

Sometimes, clients are not sure whether a matter is 'important' enough to raise with us. The best advice here is that a matter which is important to clients will always be important to the organisation. Comments and concerns help CHISONA ACADEMY to reflect on, evaluate and continually improve the education it offers.

As a general rule, it is helpful to approach first the member of staff most closely concerned with the issue. This can be done by letter, by phone or by email. The latter is perhaps most likely to produce the speediest response as many teachers can be away from their office/classrooms - and hence the nearest telephone - for large parts of the day, but tend to check their organisation email accounts with greater frequency. Members of staff may not always be in a position to respond to an email immediately. In addition, a concern which is raised face-to-face can often be resolved quickly.

Staff can be contacted on email. Please feel free to contact the Chisona Academy to obtain the relevant e-mail address should you need to.

In many circumstances, the person to whom a concern is expressed will need to investigate the matter and consult with colleagues before responding in detail; a detailed response may be expected as soon as it is reasonable to do so in the circumstances. Whatever form a concern is expressed in, the organisation will respond as soon as possible after a proper investigation has taken place.

In responding to complaints, the organisation recognises the importance of confidentiality and fairness, as well as the need to ensure that concerns raised by clients will not produce adverse consequences for their business.

Who to contact for advice:

- Where you have a complaint about a minor, day-to-day issue, the best person to contact is, usually, the operations manager.
- If you have a more serious concern regarding someone's welfare and development, or a Disciplinary matter, please contact the General manager or DSL. In their absence, please contact the DDSL or Head of Operations.
- If you have a concern about a serious disciplinary matter or the routine operations of the organisation, please contact the General manager.
- In addition to the above, clients are always welcome to address serious concerns on any matter to the General manager.
We hope you will feel satisfied with the outcome, or will at least feel that your complaint was fully and fairly considered.
We will always do our best to respond in a professional, concerned, and constructive manner.
- If you are ever dissatisfied with the response you receive or feel that your concern was not handled appropriately by a member of staff, please contact the General manager.

In the event you remain dissatisfied, and feel your complaint was not resolved through the means given above, you should write to the governing body. Your letter will be acknowledged in writing, with a copy of the Complaints Procedure enclosed. The governing body will usually speak with you within fourteen days of receipt of your written complaint. The governing body will conduct a full investigation. The governing body and the management Team will keep written records of any meetings and interviews held in relation to your complaint.

Once the governing body is satisfied that, in so far as is practicable, all the relevant facts have been established, they will write to you giving their decision and explaining the reasons for the decision.

If, after this, you remain unhappy with a decision or with the way your complaint was handled, please write to: The Director, CHISONA ACADEMY, Achiever Within Educational Ltd, 6th Floor, International House, 223 Regent Street, London. W1B 2QD

The director will convene a Complaints Panel of at least three persons none of whom will be involved in the issue under consideration and one of whom shall be independent of the running and management of the organisation. The Panel members will be appointed fairly by the Management Team excluding any member of the management team related to the complaint.

The director will acknowledge your complaint and a hearing will then be scheduled to take place as soon as is practicable and normally within 15 days of the receipt of your written complaint. Clients are entitled to attend this hearing, accompanied by one other person such as a relative or friend. Legal representation will not normally be appropriate. If possible, the Panel will resolve the complaint immediately without the need for further investigation.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied by the compliance team to the Organisation and to all parties not later than seven days prior to the hearing.

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 14 days of the Hearing. The Panel will write to the clients informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and recommendations will be sent in writing to the clients, the Head, the Governors and, where relevant, the subject of the complaint.

Clients can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondences, statements, and records will be kept confidential except in so far as is required of the organisation or where any other legal obligation prevails.

Appendix: Complaints Procedure – Independent Member of the Panel

Whilst we do not intend to be prescriptive our general view is that suitable people would be those who have held positions of responsibility and who are used to analysing evidence and putting forward balanced arguments/points. It would add credibility if independent panel members had some standing in the local community. In this connection serving or retired business people, civil servants, heads or senior members of staff at other organisations, people with a legal background –

perhaps retired members of the Police Force – might be considered suitable by organisations. Organisations will have their own views and may well have other suitable suggestions to make.

Would it be acceptable to appoint former governors or staff of the organisation as the independent panel member?

The regulations do not preclude this since the stipulation is that the person must be independent of the management and running of the organisation. Clearly former investors or staff would not have any such involvement. Also, organisations should bear in mind that they may be subject to criticism that such people would remain too close to the organisation and would not be truly independent.