



**London Academy**  
**Concerns and Complaints Policy**

**#We are the Future**

|                              |                                                  |
|------------------------------|--------------------------------------------------|
| <b>Approved By:</b>          | Emily Olot                                       |
| <b>Position:</b>             | Academic Director                                |
| <b>signed:</b>               |                                                  |
| <b>Date:</b>                 | August 2025                                      |
| <b>Proposed Review Date:</b> | August 2026                                      |
| <b>Review Team:</b>          | Director<br>Head of Primary<br>Head of Secondary |



## **London Private Academy School Concerns and Complaints Policy**

### **Vision:**



### **Mission Statement:**

Empowering children with 21st-century skills.

Providing a happy, safe, and caring environment for all individuals.

Promoting learning through project-based and technology-based tools.

Delivering an exciting curriculum while fostering high self-esteem and respect.

Partnering with parents to develop children educationally, morally, spiritually, physically and socially.



We believe most issues can be solved quickly and informally. If you have a concern, please raise it immediately. This policy is for **formal complaints** that require investigation and a structured response.

- **Fairness:** All complaints will be dealt with impartially, sensitively, and in confidence.
  - **Scope:** This policy is for any person (parents, carers, members of the public) making a complaint about a staff member or any aspect of the school's facilities or services.
  - **Record Keeping:** A written record of all formal complaints will be kept, including the outcome and any actions taken.
  - **Timescale:** A complaint must be lodged within **3 months** of the incident. Complaints made outside of term time are considered received on the first school day back.
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## Our 3-Stage Formal Complaints Procedure

### STAGE 1: Raise it with the Person Responsible (Initial Formal Complaint)

The goal of this stage is to resolve the matter directly with the person in charge of the area being complained about.

| Action            | Who to Contact                                                                                                                       | Response Timeframe                                                                                                                                                          |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Submission</b> | Put your complaint <b>in writing (email)</b> to the <b>relevant staff member</b> (e.g., Class Teacher, Head of Department, Finance). | The staff member will <b>acknowledge</b> your written complaint within <b>3 school days</b> and aim to provide a <b>full written response</b> within <b>5 school days</b> . |
| <b>Next Step</b>  | If you are <b>dissatisfied</b> with the Stage 1 outcome, proceed to Stage 2.                                                         |                                                                                                                                                                             |

**Note:** We recommend contacting the teacher/person first. If you are not comfortable, you may submit your written complaint directly to the appropriate SLT member to start at Stage 2.



## STAGE 2: SLT Review (Formal Investigation)

At this stage, a member of the Senior Leadership Team (SLT) will formally investigate the complaint.

| Action            | Who to Contact                                                                                                                                                                                                                               | Response Timeframe                                                                                                                                                                                                           |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Submission</b> | Address your complaint to the <b>Senior Leadership Team (SLT)</b> at <b>SLT@londonacademy.ma</b> or, if the complaint is about a member of the SLT, address it to the <b>Managing Director</b> at <b>managingdirector@londonacademy.ma</b> . | The SLT (or Managing Director) will <b>acknowledge</b> your complaint within <b>3 school days</b> . They will conduct a full investigation and provide a <b>written outcome and reasoning</b> within <b>10 school days</b> . |
| <b>Next Step</b>  | If you remain <b>dissatisfied</b> with the Stage 2 outcome, you must inform the Managing Director <b>in writing</b> within <b>5 school days</b> of receiving the Stage 2 response to request a Stage 3 hearing.                              |                                                                                                                                                                                                                              |



### STAGE 3: Formal Panel Hearing (Final Review)

This is the final stage of the school's complaints process and includes an external, impartial review.

| Action               | Who is Involved                                                                                                                                                                           | Outcome Timeframe                                                                                                                  |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <b>Hearing</b>       | A <b>Complaints Panel</b> will be formed, consisting of at least three people who have had no prior involvement with the complaint:                                                       | The Panel will aim to convene a meeting within <b>15 school days</b> of receiving your appeal.                                     |
| <b>Panel Members</b> | 1. The <b>CEO</b> (or appointed representative). 2. A member of the <b>SLT</b> . 3. An <b>Independent Third Party</b> (a person independent of the management and running of the school). | The Panel will send a <b>written copy of their findings and recommendations</b> to you within <b>5 school days</b> of the hearing. |
| <b>Attendance</b>    | You have the right to attend the hearing and be accompanied by a person of your choice.                                                                                                   |                                                                                                                                    |

**The decision of the Stage 3 Complaints Panel is the final decision of London Academy.**