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# Buzzers Complaints Procedure

**Buzzers Academies** strongly believes that parents/guardians are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Academies and will give prompt and serious attention to any concerns raised regarding the provision of our Academies. We hope that most concerns will be resolved quickly by an informal approach to our 'lead' tutors. If this does not achieve the desired result, we have set procedures which we follow if a parent/guardian wishes to further pursue their concerns.

## **Aim of our complaints procedure**

We aim to manage any parent/guardian complaints in a sensible and amicable manner, offering all individuals involved a visual process to follow with the intention of resolving all issues raised with minimal animosity towards our staff or provision. We aim to resolve all concerns on the day that they were raised, or at minimum, before the end of the Academy period.

## **Methods**

To achieve the above, we advise parents/guardians to follow the below process -

### **Stage 1**

1. Any parent/guardian who is concerned about an aspect of Buzzers Academies provision should discuss his/her worries and issues with the 'lead' tutor of the Academy.

### **Stage 2**

1. If stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent/guardian will then need to put their concerns or complaint in writing to the company Managing Director and their complaint will be answered within 28 days. Complaints should be emailed to [bromley@teachsport.org](mailto:bromley@teachsport.org)
2. Most complaints should be able to be resolved informally at Stage 1 or at Stage 2. If the complaint is not resolved, stage 3 is implemented.

### **Stage 3**

1. The parent/guardian can request a face-to-face meeting with the company Managing Director by emailing [bromley@teachsport.org](mailto:bromley@teachsport.org). If a conclusion to the complaint is reached, a signed and agreed written record of the discussion will be produced and emailed to the parent/guardian.
2. This signed record signifies that the procedure has concluded and that all individuals involved are satisfied that the complaint is fully resolved and requires no further action.

3. *If, after completion of the face-to-face meeting with the company Managing Director, the parent/guardian is still not satisfied that the complaint has been satisfactorily dealt with and that no agreement can be met, they may request in writing, for the complaint to be investigated further. Another company Director, who has not directly dealt with the complaint from the initial incident, will look at all written documents and formulate a decision based on their own analysis and opinion.*
4. *A final meeting between the parent/guardian and all company Directors will be held to discuss any further actions required in order to reach a conclusion to the complaint. The Director (who took over the dealing of the complaint in Stage 3, part 3) will chair the meeting and conclude matters fairly and respectfully. A record of this meeting, including the decision on any further action to be taken, is made and signed by all individuals present. A copy of this record, along with a written summary and conclusion, will be sent to the parent/guardian reflecting all matters discussed throughout stages 1, 2 and 3. This letter will signify that the complaints procedure has concluded.*

If further action is still required by the parent/guardian, then they are advised to contact Ofsted directly. Ofsted are the registering and inspection body for all Buzzers Academies venues and have a duty to ensure the requirements of the EYFS are being adhered to.

The address and telephone number of our Ofsted regional centre are:

*Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD*  
Tel: 0300 123 1231

If/when Ofsted investigate a complaint, a summary will be published on the Ofsted website if any actions are raised.

If a child appears to be at risk during their time at Buzzers Academies, resulting in a complaint being raised, our Academy staff will follow the procedures set out in our Safeguarding and Child Protection policy. In these cases, both the parent/guardian and the company Managing Director will work together alongside Ofsted and the local authority (Social Services Advice & Assessment Team and Child Protection Unit) to ensure a proper investigation of the incident is applied and that appropriate actions are made. We inform the local authority Safeguarding & Welfare Officer of all such incidences and complaints.

### **Records**

A record of complaints against Buzzers Academies or staff working at our Academies, is kept. This includes the date, the circumstances of the complaint, who dealt with the complaint and how the complaint was managed/concluded. The complaints log and subsequent documentation relating to complaints, are kept on file for three years or until the next Ofsted inspection at that specific setting.

Parents/guardians and professionals can look at individual records of complaints by contacting Ofsted, but they will not be given access to confidential material including written complaints from parents or the complaints log/summaries, as this would breach confidentiality and child protection policies. Professionals from Ofsted and/or the local authority Safeguarding & Welfare Officer, may examine all material in our complaints file if requested.

*This policy was written by Matt Walker on 20/2/18*

**Updated on 14/10/2020**

*Policy to be reviewed in 12 months.*