

### **SPTA Complaints policy – Sept 14 update**

Three updates have been made to stage three of the complaints procedure to mirror the requirements in the Ofsted checklist – P29/30:

- The Academy will inform parents/carers, in writing, that they can attend the panel hearing and, if they wish, be accompanied.
- A secure and **confidential** record of all complaints, decisions and findings will be kept for one (1) year after the individual leaves the organisation.
- All records will be made available for inspection and indicate whether the complaint was resolved at the preliminary stage or proceeded to a panel hearing.