Complaints Policy

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Created by: Mr P Marsden

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Complaints Procedure

Active Futures Academy aims to provide high quality services which meet the need of our young people, we believe we achieve this, however if you believe we are not, please let us know.

To ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with us.

If you are not happy with Active Futures Academy, please tell us.

Stage 1 – Informal Complaint

Your concern should be verbalised to a member of the Active Futures Academy management team.
At this point, a senior leader will aim to address your concern and feedback on the outcome of the complaint. This may be in consultation with the Headteacher depending on nature of the complaint.

Stage 2 – Written Complaint

If you are still unhappy with the response/outcome of the complaint, then a formal written complaint is requested to be directed to the Headteacher. All complaints will be acknowledged
within 48 hours. If necessary, an investigation will be directed by the Headteacher and will respond to you in writing with the outcome of the investigation.

Stage 3 – Formal Directors Complaint

If you are still unhappy with the outcome of the complaint, then your complaint will be passed directly to the Board of Directors for review and they will deal with the complaint. They will aim to
respond to you within a further 48 hours of notification of complaint at stage 3 and will respond in writing.