



## **Complaints Procedure for Think Fast Academy**

### **Purpose**

This procedure aims to ensure that all complaints are handled promptly, fairly, and effectively, promoting a safe and constructive environment for young people at Think Fast Academy.

### **-1. Scope of the Procedure**

This procedure applies to all stakeholders, including students, parents, staff, and external partners. It covers complaints regarding the provision of services, staff conduct, and any incidents affecting the welfare of students.

### **2. Making a Complaint**

#### **Step 1: Initial Discussion**

Informal Resolution: We encourage individuals to discuss their concerns informally with the relevant staff member (e.g., teacher, support staff) to seek resolution.

#### **Step 2: Formal Complaint**

- If the issue is not resolved informally, a formal complaint can be submitted in writing to the Complaints Coordinator. The complaint form can be obtained from the academy's website or reception.

### 3. Recording Incidents and Complaints

- Documentation: All complaints must be recorded in the Complaints Log, which includes:
  - Date and time of the complaint
  - Name of the complainant
  - Details of the complaint
  - Name(s) of staff involved
  - Any immediate actions taken
  - Follow-up actions required
- Incident Reporting If the complaint involves a serious incident (e.g., bullying, safeguarding), it must be documented in the Incident Report Form, which will be submitted to the Safeguarding Lead.

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### 4. Investigation Process

- Acknowledgment: The Complaints Coordinator will acknowledge receipt of the formal complaint within 5 working days.
- Investigation: An investigation will be conducted, which may involve:
  - Interviewing the complainant
  - Gathering statements from witnesses
- Reviewing relevant documentation (e.g., attendance records, incident logs)
- Confidentiality: All complaints will be treated confidentially, and information will only be shared with those directly involved in the investigation.

### 5. Outcome Management

- Decision: Within 15 working days of acknowledging the complaint, the Complaints Coordinator will communicate the outcome to the complainant in writing. This will include:
  - Findings of the investigation
  - Actions taken or proposed
  - Any recommendations for future improvements
- Follow-Up: If necessary, follow-up meetings will be scheduled to ensure that any actions taken have resolved the issue.

### 6. Escalation Process

- If the complainant is not satisfied with the outcome, they can escalate the complaint to the Academy Director within 10 working days of receiving the initial outcome.
- The Academy Director will review the complaint and the investigation process and provide a final decision within 20 working days.

#### 7. Monitoring and Review

- All complaints and incidents will be reviewed quarterly by the Leadership Team to identify trends and areas for improvement.
- This procedure will be reviewed annually to ensure it meets the needs of the academy and aligns with best practices.

#### 8. Contact Information

For any queries or to submit a complaint, please contact:

Complaints Coordinator  
Think Fast Academy  
4 Bowfell Grove, Warrington, wa1 4ft  
07952198756  
[info@thinkfast.academy](mailto:info@thinkfast.academy)

This procedure is designed to be a clear and accessible process for all stakeholders at Think Fast Academy. We are committed to addressing concerns promptly to ensure a positive educational environment for our young people.