



Cardiff Academy

COMPLAINTS AGAINST STAFF POLICY

**September
2018**

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Approved by: Principal
Frequency of review: Every three years
Last review: September 2018
Next review due: September 202



COMPLAINTS AGAINST STAFF AT CARDIFF ACADEMY

1. INTRODUCTION

Cardiff Academy prides itself on the relationship of trust established over many years between its teaching staff and the Senior Leadership Team at The Academy. Indeed, this relationship is, we believe, the most important asset we have as an institution. The purpose of this policy document therefore is merely to codify the procedure that would be followed in the event of a complaint being made against one of our teaching staff by a student or parent.

2. CHILD PROTECTION ISSUES

Complaints against members of staff involving issues of child protection are the most serious matters any educational institution ever has to deal with. Accordingly, staff at Cardiff Academy are strongly advised;

1. To be aware it is their professional duty never to place themselves in a position that could be misconstrued by any of our students or by their parents.
2. To join a teaching union.

Regarding allegations against staff involving issues of child protection, Cardiff Academy will have no option, in the first instance, other than to suspend the teacher against whom the allegation is made. There are no exceptions to this rule.

Investigating the Complaint

- A complaint regarding inappropriate behaviour made against a member of the Cardiff Academy teaching staff by a student or parent will be investigated in the first instance by the Principal and his deputy to establish the facts.
- This investigation will involve interviewing the student, parents and staff member concerned; together with anyone else who might have any relevant information to contribute – this could include other students and teachers as appropriate.
- All statements made by individuals at this time will be noted down in writing, dated and signed.

Reporting the Findings

- Should the complaint be upheld, the member of staff concerned will be dismissed and the appropriate Authorities advised.
- Should the complaint not be upheld, the member of staff will be reinstated and notice to this effect, with reasons, sent to the student, parent and staff member concerned.



Disagreement with the Findings

- Both the member of staff concerned and the complainant are free to dispute the findings of the investigation.
- In cases where, in our opinion, the allegation is unfounded or merely malicious, The Academy will support the member of staff concerned, including, if necessary, in Court.
- In cases where, in our opinion, the allegation is real but the member of staff disputes this, The Academy will support the student and/or parents, including, if necessary, in Court.

3. OTHER MATTERS

Allegations or complaints against members of staff at Cardiff Academy, other than those relating to issues of child protection, will be investigated by the Principal and his deputy in accordance with the general Complaints Procedure for Parents and Students at Cardiff Academy.