



King Fahad
Academy

KING FAHAD ACADEMY

**ADMISSIONS APPEALS
AND
COMPLAINTS POLICY**

Reviewed: September 2021

Next Review: September 2022

Reviewed by: Admissions Team

Approved by: Director General

1. Introduction

The Admissions Appeals and Complaints policy is for parents who have applied for a place for their child at the King Fahad Academy and the child has not been accepted.

The policy provides information to parents about how they can appeal the decision.

The aim is to provide a clear procedure that encompasses both appeals and complaints about admissions decisions.

The Academy seeks to resolve appeals and complaints at an early informal stage where possible without the need for formal procedures. The emphasis of this policy is on handling appeals and complaints in a timely and effective manner.

All admissions appeals and complaints made to the Academy will be handled confidentially and only shared with relevant staff where necessary for the purpose of these procedures.

2. Admissions appeal

An appeal is referring to the admissions decision on an application for a place at the King Fahad Academy.

3. Admissions complaint

An Admissions complaint is regarding a specific concern about the services provided by the Admissions Team in in the course of making an application to the Academy, which could be unrelated to the decision on the application.

4. Grounds for Appeals

Parents should note that the most common reason for unsuccessful applications is that the child does not meet the entry requirements or there are no places available for the period for which the application is made. A parent may appeal on one or more of the following grounds:

- a) Procedural error where the process leading to the decision being appealed against was not conducted in accordance with the Academy's procedure, such that there is reasonable doubt as to whether the outcome might have been different had the error not occurred.
- b) Exceptional circumstances, illness, or other relevant factors that had, for good reason, not been made known at the time of application or had not been taken into account properly.

5. Appeals Process

The appeals process has three stages:

Informal

- a) The Academy is committed to resolving appeals informally where possible and encourages applicants to engage with this approach as many issues can be resolved without recourse to formal measures.
- b) Parents are encouraged to get in touch with the Admissions Team, at admissions@thekfa.org.uk if they wish to raise a complaint regarding an admissions decision, and for further guidance about what actions the parent can take to resolve the issue.
- c) If after discussion with the Admissions Team (and the Head of School who may also be involved at this stage), no satisfactory outcome is reached, the parent is welcome to make a formal appeal.

Stage 1 Formal Appeal

This first stage of the appeals process will normally happen with the Head of School but may also involve the Director General, both of which can be involved in stage 1 of the formal appeal.

A formal appeal should normally only be submitted after the informal appeal measures have been pursued.

- a) The parent must submit a written, formal appeal within 14 working days of the decision on the application in order to be considered. The appeal should outline:
 - the grounds under which the decision is being appealed,
 - any evidence to back up this claim,
 - the informal appeal measures already taken,
 - and the reason why the informal appeal discussions were not satisfactory.
- b) All formal appeals should be sent to admissions@thekfa.org.uk
- c) Any appeal that is submitted outside of the 14 working days since a decision was made on the application will only be considered at the discretion of the Head of School.

- d) If the Head of School has had prior involvement with a parent or a case which may influence the appeal outcome, they will then refer the appeal directly to the Director General.
- e) The Head of School will inform the parent of the appeal outcome in writing within **14 working days** of receipt of the formal appeal.

Stage 2 Formal Appeal

- a) A Stage 2 formal appeal is available where:
 - the parent is not satisfied with the reasons given for the Stage 1 formal appeal outcome,
 - where grounds for appeal remain unaddressed, or
 - where further grounds for appeal have occurred in the process of the Stage 1 appeal.
- b) All Stage 2 formal appeals should be submitted in writing within **7 working days** of the Stage 1 appeal outcome. The appeal should include the reason why a Stage 2 formal appeal is necessary and the grounds for the appeal on the application decision.
- c) All appeals should be sent to admissions@thekfa.org.uk
- d) Once received, all Stage 2 appeals with relevant documents and previous correspondence will be sent to the Director General.
- e) The Director General will provide a written response to the parent with the appeal outcome within **14 working days**.
- f) The decision of the Director General is final and there is no recourse to further action within the Academy

6. Admissions Complaints

Complaints must be made in writing and within **14 days** of the action or lack of action that was the basis of the complaint to admissions@thekfa.org.uk

Once submitted, the Admissions Team will acknowledge receipt. The Head of School will then provide a response within **14 days**.