

Policy D9 – Complaints Policy

1. Statement of Purpose

- 1.1 Each Academy in the University of Brighton Academies Trust welcomes feedback, both positive and negative, about how it is doing. Where someone has a concern or complaint each Academy will endeavour at all times to deal with the issues responsively and reasonably and if necessary put things right as quickly as possible.
- 1.3 Complaints will be treated confidentially with written records being securely retained.

2. Scope of procedure

- 2.1 This procedure applies to complaints relating to an academy within the Trust¹
- 2.2 This procedure does not apply to areas for which a separate procedure is applicable such as pupil exclusions, pupil admissions, staff grievance, disciplinary procedures and pay appeals.

3. Summary of the Complaints Procedure

INFORMAL PROCEDURE STAGE		ACTION REQUIRED
Stage 1a	Informal discussion with the class teacher or other relevant member of staff usually resulting in resolution of the issue	The person is informed of the action to be taken to resolve the issue. If they are not satisfied they should be provided with a copy of the Trust's Complaints Policy, information of how to proceed to stage 2 of the process and a copy of the Complainant Code of Conduct (see Annex 1).
Stage 1b	Informal discussion with the Principal, other member of senior staff or Chair of the Local Board usually resulting in resolution of the issue.	

FORMAL PROCEDURE STAGE		ACTION REQUIRED
Stage 2	The complaint is submitted, normally in writing (see Annex 2 for Complaints Form), to the Principal	The Principal acknowledges receipt within 7 school days, and an investigation into the complaint is conducted by the Principal or the Chair of the Local Board. If the complaint is against the Principal/Executive Principal (or a decision made by the Principal/Executive Principal) the investigation is always conducted by the Chair. The Investigator provides a written response to the Complainant within 20 school days, including the findings of the investigation and the reasons for those findings. Information is provided on how to progress the complaint to stage 3.
Stage 3	Complainant writes to the Clerk to the Local Board requesting that the complaint is heard by the Complaints Panel	Clerk arranges for the Complaints Panel to meet between 12 and 20 school days from receipt of letter and informs Complainant of findings within 5 school days of hearing. Information is provided on how to contact the Education Funding Agency if required.

FURTHER RECOURSE *If the Complainant is not satisfied that the complaint has been dealt with properly according to the Trust's procedure*

¹ This includes complaints from parents/carers of a pupil/student at an academy and members of the community

Stage 4	Complainant writes to the Education and Skills Funding Agency, at www.gov.uk/complain-about-school	The Education and Skills Funding Agency may intervene if <ul style="list-style-type: none"> • there was an undue delay or the academy did not comply with its Complaints Policy • the academy/Trust is not following the terms of its funding agreement • The academy/Trust has failed to comply with any other legal obligation
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The full process is provided in detail below.

4. Stage 1: Dealing with concerns and complaints informally

- 4.1 The vast majority of concerns and complaints can be resolved informally. There are many occasions where concerns are resolved straight away through the class teacher, subject leader, senior leader, other member of staff, or Principal depending on whom the parent first approached, without the need to resort to a formal complaints procedure, and this is preferable for all concerned.
- 4.2 In some instances, the complainant may also welcome the opportunity for an informal discussion with the Academy Principal, Chair of the Local Board or other senior member of staff.
- 4.3 Although this stage involves dealing with the issue informally it may prove helpful later, although not essential at this stage, for the person responding to make a basic record of the issue or complaint raised, which may include brief notes of conversations (face to face or over the telephone), and the responses made.
- 4.4 The person who raised the issue should be informed of the action to be taken to resolve the issue. It may be helpful to confirm undertakings given about future action or monitoring in writing.
- 4.5 If the person is dissatisfied with the response they have been given at this stage, they should be provided with a copy of the Trust's Complaints Policy and the Trust's Complainant Code of Conduct and informed about how to take their complaint to Stage 2, by referring it to the Principal², usually in writing (see Annex 2 – Complaints Form).

5. Stage 2: Referral to the Principal or Chair of the Local Board

- 5.1 The issue is referred to the Principal or Chair of the Local Board for investigation, usually by the Complainant writing to the Principal (see Annex 2 – Complaints Form). This should include information about why they are complaining, and what they want to happen as a result of their complaint. A complaint should normally be submitted within six weeks of the incident in question. If a complaint is submitted after this date, the Complainant will be required to explain why they were not able to submit the complaint within the stated period.
- 5.2 It is generally at this stage that it will become clear whether:
- it is appropriate for the complaint to be dealt with under these procedures or whether there are statutory processes which are more appropriate. If the latter is the case, the Principal will need to inform the Complainant of this and the way in which the complaint will be handled.
 - the Principal or the Chair of the Local Board will investigate the complaint³. If the complaint is about the Principal the investigation is always conducted by the Chair.
 - the concern is a definite complaint. If the focus of the complaint is unclear, the Investigator may ask the Complainant to clarify, in writing, why they are complaining, and what they want to happen as a result of their complaint.
- 5.3 Any complaint received under this process should be acknowledged within 7 school days of receipt of the complaint with a written response from the Investigator within 20 school days of receipt of the complaint. The Complainant will also be informed in the initial letter from the Investigator that if the

² For the purposes of this document, 'Principal' means Principal, Associate Principal, Executive Principal, Acting Principal or, in the Principal's absence, the most senior teacher who is acting in the role of Principal.

³ The Principal or Chair investigating the complaint will henceforth be referred to as the 'Investigator' in this policy.

complaint is about a named member of staff the Complainant should be advised not to contact the member of staff directly for the duration of the complaint.

- 5.4 When a complaint is considered to be vexatious or spurious the Investigator will, following consultation with the Trust's Executive Director of Policy and Governance, write to the Complainant explaining why the complaint is not being taken forward, and informing that they have the right to refer this decision to the Education and Skills Funding Agency. A complaint may be considered vexatious if one of the following are satisfied:
- The Complainant has not identified any specific incidents or actions about which they wish to complain;
 - The Complainant's concerns are presented as conclusions rather than identifying specific incidents or actions about which they wish to complain;
 - The concerns that the Complainant identifies relate to historical actions and any evidence which might have enabled an objective investigation of their complaint is no longer available;
 - The substance of the complaint has been addressed under this procedure already;
 - The concerns that the Complainant raises do not fall within the scope of this procedure;
 - The Complainant does not identify any potential sources of evidence which might allow the matter to be investigated.
- (Please see Annex 3 for a model vexatious or spurious complaint letter)

- 5.5 Assuming that the complaint is not vexatious or spurious an investigation will be held and the Complainant should also be given the opportunity to meet with the Investigator, accompanied by a relative or friend if they so wish, to discuss their complaint. Written records of interviews with Complainants and with staff or witnesses carried out in the course of the investigation should be kept by the Investigator.
- 5.6 The letter conveying the findings of the Investigator should be provided within 20 school days of the receipt of the complaint and should include the outcome of the investigation accompanied by an explanation of those findings. The Complainant should also be informed of the process for referral to the Clerk to the Complaints Panel for consideration under Stage 3 of the Complaints Policy. Any such referral should be made within 10 school days after receipt of the Investigator's letter.
- 5.7 In acknowledging any complaint, the Investigator may need to explain their powers in the matter in question and the extent to which it may or may not be possible to achieve the outcome desired by the Complainant. For example, a parent may be unhappy with their child's class placement. Whilst the Investigator can look at whether the decision about the class placement was made in a fair, reasonable and consistent way, they do not have the powers to change the placement. In such instances it is important that the Complainant is made aware at the outset of the scope of the investigation. However, when the Investigator is the Chair of the Local Board and where it is not within the remit of the Investigator to change a decision, it may make a recommendation for the Principal to consider.
- 5.8 Should the complaint relate to a member of Trust level staff, the actions of the Trust's Board of Trustees or an individual Trustee, the Complainant should request a review of their complaint in writing to the Chair of the Board of Trustees, via the Clerk to the Trust (should the complaint be about the Chair of the Board of Trustees, an alternative Trustee should undertake the investigation). The process will follow the same principles described above.

6. Stage 3: Review by Complaints Panel

6.1 Overview

- 6.1.1 Complaints only rarely reach this formal level, but it is important that the Local Board is prepared to deal with them when necessary. The Local Board has constituted a Complaints Panel for this purpose (please see Annex 4 for the Terms of Reference). The Complaints Panel should be comprised of at least two Local Board members and a member independent of the management

and running of the academy / Trust. The Chair of the Local Board should not be a member of the Panel if they have been involved at the previous stage.

- 6.1.2 The membership of the Complaints Panel should not include members who are employed at the academy. If this were the case, it may be perceived by the Complainant that those members would be unlikely to amend or overturn a decision taken by the Principal. In those circumstances, the Complainant might regard this as grounds to complain to the Education and Skills Funding Agency.
- 6.1.3 Panel members will uphold the highest standards of objectivity and fairness in their consideration of the complaint and in their communication with the Clerk and each other during the period leading up to the panel meeting.

6.2 Timescale and documentation

- 6.2.1 Where the Clerk to the Local Board receives a complaint under these procedures, he or she should arrange for a Complaints Panel to meet between 12 and 20 school days from receipt of the letter
- 6.2.2 The Principal⁴ should also be informed immediately that a complaint has been received and consulted about the proposed date of the hearing.
- 6.2.3 On issuing notification of the date and time of the hearing, the clerk will need to advise the Complainant and the Principal⁴ that any written documentation they wish the Panel to consider will need to be submitted in time to be circulated to Panel members 5 days prior to the hearing. The Complainant should be advised that they may be accompanied by a relative or friend. The Principal (or any staff member who is the subject of the complaint) should be advised that they may be accompanied by a professional support representative such as a senior colleague from another academy in the Trust.
- 6.2.4 Notification of the hearing should also include details of the way in which the hearing will be conducted. The hearing should be minuted and copies of all relevant correspondence and notes should be kept on file by the clerk.
- 6.2.5 The findings of the Panel should be notified to the Complainant and the Principal in writing within 5 school days of the hearing. This should include the outcome of the Panel accompanied by an explanation of those findings. The Complainant should also be informed of the opportunity for referral to the Education Funding Agency if they are not satisfied that the complaint has been dealt with properly according to the Trust's procedure.

6.3 Procedure at the Complaints Panel meeting

- 6.3.1 The hearing is as informal as possible. The Complainant is entitled to bring a friend or relative. The Principal (or any staff member who is the subject of the complaint) is entitled to be accompanied by a professional support representative such as a senior colleague from another academy in the Trust. Witnesses are only required to attend for the part of the hearing in which they give their evidence.
- 6.3.2 It is within the power of the Panel to decide whether to allow those invited to the Complaints Panel meeting to attend at the same time, or be invited to present their case separately. If all attendees are invited to attend the meeting at the same time the following meeting structure may be followed⁵:
- The Chair of the panel should open the meeting by welcoming all those present and leading the introductions. The Chair should then outline the procedure and what the Complaints Panel's powers are.

⁴ or the member of staff who is the subject of the complaint, in the case of complaints about a member of Trust level staff, Chair/member of the Local Board/Board of Trustees

⁵ The following meeting structure is a recommendation only. The Chair may decide to allow all attendees to be present at the same time, but not allow cross-examination.

- The Clerk should outline the order in which the parties will be able to state their case and ask questions. The clerk should also draw attention to the estimated times included in the agenda and that although timing are approximate, the expectation is that they will be adhered to. Please see Annex 5 for a sample agenda with approximate timings.
- The panel should invite the Complainant to explain their complaint.
- The Principal, followed by the panel, may question the Complainant.
- The Chair should invite the Principal to explain the academy's actions, followed by the academy witnesses.
- The Complainant, followed by the panel, may question the Principal and their witnesses.
- The Chair should invite the Principal to make their final statement.
- The Chair should invite the Complainant to make their final statement.
- The Chair should ask both parties to leave together so that the panel can discuss the case. The Chair should inform both parties that they will be notified of the decision on the panel within 5 days.
- The Complaints Panel should make their decision. The Clerk should be able to advise on procedural issues or draw from his/her notes if needed, but should take no part in the decision.

6.3.3 If the Chair of the Panel decides not to allow the attendees to attend the meeting at the same time the following meeting structure may be followed:

- The parties attending the meeting should be invited to join the meeting and present their case in the following order: Complainant, Complainant's witness(es), Principal, Witness(es) from/for the academy.
- When each attendee joins the meeting the Chair should lead the introductions of the panel, and explain the procedure and powers of the panel.
- Each attendee should be given the opportunity to present their case and answer questions from the panel. They will then be thanked for their attendance and informed that they will be notified of the decision on the panel within 5 days.

6.4 Conduct at meetings

6.4.1 In most cases, each party is helpful, polite and patient, and accepts that it takes time to resolve a dispute. However, the conduct of some participants can make investigating and resolving a complaint difficult, or they may behave in a way that is unacceptable or inappropriate.

6.4.2 The Trust will never tolerate aggressive or intimidating behaviour, violence or abuse towards anyone attending a Complaints Panel meeting. This may include behaviour or language (verbal or non-verbal) that may cause individuals to feel afraid, threatened or abused; and it may include threats, personal verbal abuse, derogatory remarks and rudeness.

6.4.3 It is the responsibility of the panel members to monitor the conduct of those attending a panel meeting. If a member of the panel decides that an attendee is exhibiting unacceptable behaviour, in the first instance they will be asked to desist from that behaviour. If this request is ignored they may be asked to leave the meeting.

6.5 The Role of the Clerk

- To set up the Complaints Panel and invite all relevant parties.
- To ask for any written representations and supporting documentation.

- To circulate any representations in advance of the meeting, including a report from Stage 2 of the complaints process and a written account of the complaint from the Complainant, if available.
- To take detailed minutes of the meeting as a record of the evidence considered by the Complaints Panel (these minutes should be available to all parties on request).
- To provide advice to the Complaints Panel once the other parties have left the room.
- To write to all parties after the meeting with the Complaints Panel's findings.

6.6 **The Complaints Panel's Decision**

The panel can:

- dismiss the complaint in whole or in part
- uphold the complaint in whole or in part
- decide on the appropriate action to be taken to resolve the complaint
- recommend changes to the academy's systems or procedures to ensure that problems of a similar nature do not recur

7. **Further recourse**

- 7.1 If the Complainant is dissatisfied with the Complaint Panel's handling of their complaint, further recourse to other agencies is available to them outside the scope of the Trust's own procedures. However, these agencies would be unable to take any action until the Trust's own procedures had been completed.
- 7.2 Complainants have a right of appeal to the Education and Skills Funding Agency. The Education and Skills Funding Agency will check whether the complaint has been dealt with properly by the Trust. It will consider complaints about academies that fall into any of the following three areas:
- (i) where there is undue delay or the academy did not comply with its own complaints procedure when considering a complaint
 - (ii) where the academy / Trust is in breach of its funding agreement with the Secretary of State
 - (iii) where an academy / Trust has failed to comply with any other legal obligation
- 7.3 The Education and Skills Funding Agency will not overturn the Trust's decision about a complaint. However, if it finds that the Trust did not deal with a complaint properly it will request the complaint is looked at again and procedures meet the requirements set out in the Regulations. If the Trust's complaints procedure does not meet the Regulations, it will ask the Trust to put this right. It may seek to enforce the decision under the terms of the funding agreement on behalf of the Secretary of State, if appropriate.

8. **Support for employees who have been the subject of a complaint**

- 8.1 In the first instance, staff members who have been subject to a complaint should seek support from their line manager or Chair of their academy's Local Board. For information on the support and counselling service available to employees of the Trust please see Annex 6 below.

9. **Policy status and review**

Written by:	Governance Officer
Owner:	Director of Policy and Governance
Status:	V4 = Approved
Approval date:	V1 = 23/6/11 (Board of Trustees) V2 = 3/10/14 (Board of Trustees) V3 = 25/2/15 (Academic Committee) Merger editorial amendments 1 September 2017 V4 = 11/10/18 (Board of Trustees)
Review Date:	October 2019

The Principal and Local Board are fully committed to the improvement of our academy. We welcome feedback from parents/carers and other members of the academy community and will always try to resolve any concerns as quickly as possible. In the first instance please discuss your complaint with your child's class teacher, if appropriate, or the Principal or a member of the Senior Leadership team.

If you would like to take your complaint further there is a procedure for individuals to use if they wish to make a formal complaint. Please see the academy website or ask at the academy office for a copy of the University of Brighton Academies Trust Complaints Policy.

In our experience, in most cases, Complainants are helpful, polite and patient, and they give us time to sort out whatever has happened so that everyone has been listened to and the problem is resolved. The majority of Complainants will not be reminded to fulfil the academies' expectations to:

- conduct themselves in accordance with the Trust's Parent and Visitor Code of Conduct Policy;
- treat all members of the academy community with courtesy and respect;
- respect the needs of pupils/students and staff within the academy;
- avoid the use of violence, or threats of violence, towards people or property;
- recognise the time constraints under which members of staff in academies work and allow the academy a reasonable time to respond to a complaint
- follow the Trust's complaints procedure

Sometimes, however, those pursuing complaints or other issues treat staff and others in a way that is unacceptable. Whilst we recognise that some complaints may relate to serious and distressing incidents, we will not accept threatening or harassing behaviour towards any members of the academy community.

Threatening or harassing behaviour may include behaviour or language (verbal, non-verbal or written) that may cause staff to feel afraid, threatened or abused; and it may include threats, personal verbal abuse, derogatory remarks and rudeness, such as behaviour which is:

- out of proportion to the nature of the complaint;
- persistent – even when the complaints procedure has been exhausted;
- personally harassing;
- unjustifiably repetitious;
- pursuing complaints in an unreasonable manner (e.g. using abusive or threatening language);
- making complaints in public or via a social networking site such as Facebook;
- refusing to attend appointments to discuss the complaint

We will not tolerate behaviour if:

- it appears to be pursued in a way intended to cause personal distress rather than to seek a resolution;
- it appears to be deliberately targeted at one or more members of academy staff or others, without good cause;
- the way in which a complaint or other issues are pursued (as opposed to the complaint itself) causes undue distress to academy staff or others;
- it has a significant and disproportionate adverse effect on the academy community

In cases of threatening or harassing behaviour, the academy may take some or all of the following steps, as appropriate:

- inform the Complainant informally that his/her behaviour is now considered by the academy to be unreasonable or unacceptable, and request a changed approach;
- inform the Complainant in writing that the academy considers his/her behaviour to be threatening or harassing;

- require all future meetings with a member of staff to be conducted with a second person present. In the interests of all parties, notes of these meetings may be taken;
- inform the Complainant that, except in emergencies, the academy will respond only to written communication and that these may be required to be channelled through the Clerk to the Trust.

The Trust will not tolerate any form of physical or verbal aggression against members of the academy community. If there is evidence of any such aggression the academy may:

- ban the individual from entering the academy site, with immediate effect;
- request an Anti-Social Behaviour Order (ASBO);
- prosecute under Anti-Harassment legislation;
- call the police to remove the individual from the premises, under powers provided by the Education Act 1996.

Complaint Form

Please complete and return to your academy who will acknowledge receipt and explain what action will be taken.

Name of Academy:	
Your name:	
Pupil / Student's name (if relevant):	
Your relationship with the Pupil/Student (if relevant):	
Your address:	
Email address:	
Telephone number:	Day time: Evening:
Please give details of your complaint:	

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Vexatious or spurious complaint model letter

Complainant address

Date

Dear Mr/Mrs/Ms

Following receipt of your communications and careful consideration of the same, I regret that I am unable to deal with this matter under the Trust's Complaints Policy because:

(It will be appropriate to include SOME of the following statements)

- You have not identified any specific incidents or actions about which you wish to complain.
- Your concerns are presented as conclusions rather than identifying specific incidents or actions about which you wish to complain;
- The concerns that you identify relate to historical actions and any evidence which might have enabled an objective investigation of your complaint is no longer available.
- The substance of your complaint has been addressed under this procedure already.
- The concerns that you raise do not fall within the scope of this procedure.
- You have not identified any potential sources of evidence which might allow the matter to be investigated.

If you wish my decision to be reviewed then you may take advantage of the procedure set out in the Trust's formal Complaints Policy, by referring it to the Education Funding Agency. Please find a copy of our Complaints Policy attached to this letter.

Yours sincerely,

Principal or Chair of Local Board

UNIVERSITY OF BRIGHTON ACADEMIES TRUST

COMPLAINTS PANEL

Terms of reference, constitution and membership

Terms of Reference

1. To consider complaints at Stage 3 of the trust's Complaints Policy in an academy within the trust in accordance with the policy and statutory guidance
2. To review the evidence presented and to determine the outcome
3. To advise parents of the Panel's decision and, in instances where the decision is to dismiss the complaint, on their right of appeal to the Education and Skills Funding Agency.
4. To report the outcomes of the hearing to the next meeting of the Local Board
5. To have due regard within its decisions to the need to eliminate unlawful discrimination, advance equality of opportunity, and foster good relations between different people, in accordance with the public sector general duty of the Equality Act (2010).

Constitution and membership

1. Specific membership of a complaints panel will be determined as and when a meeting is scheduled;
2. A panel will consist of two non-staff members of the Local Board of the academy which is the subject of the complaint plus a member independent of the management and running of the academy/Trust⁶⁷
3. In the event that membership cannot be drawn from the Local Board of the academy then members of an alternative Local Board within the Trust can sit on the panel
4. Members of the Local Board who have prior knowledge of the issue, or involvement in investigating the complaint at Stage 2, are specifically excluded from participating at Stage 3.

Clerk

- Local Board Clerk⁸

Quorum

- Quorum: Two members

Meetings

- As required

⁶ A list of suitable volunteers is available from the Trust Clerk

⁷ If the subject of the complaint is a central team or member of central trust staff, the panel will consist of two Trustees plus an independent member

⁸ If the Local Board Clerk is otherwise employed in the Academy then the responsibility will be passed to the Trust Clerk

Sample agenda (all attendees present together)

Complaints Panel

Agenda for a meeting of the Complaints Panel of the University of Brighton Academies Trust, to consider the complaints brought by **(Complainant)** against **(Academy/member of staff)**, to be held on **(Date)**, starting at **(Time)** at **(Location)**.

Participants:

Panel members:

Two members of the Local Board

Independent panel member

Attendees:

Complainant

Legal/Personal Support invited to attend by the Complainant

Principal (or senior representative from the academy)

Member of staff the complaint is made about (if the complaint is not about the Principal or academy)

Professional support representative invited to attend by the Principal or staff member

Witnesses

Item	Approximate time
1. Welcome, introductions and explanation of procedures, including possible outcomes <i>(Panel, Complainant, Principal, staff member [if applicable] and any attendees supporting the Complainant, Principal or staff member present)</i>	10am - 10.10am
2. Opportunity for Complainant to explain the complaint	10.10am - 10.30am
3. The Panel and the Principal/staff member may question the Complainant	10.30am – 10.40am
4. Opportunity for the Principal/staff member to make a statement	10.45am - 11.05pm
5. The panel and Complainant may question the Principal/staff member	11.05am – 11.15am
6. Witness statement(s), if available	11.15am – 11.25am (10 minutes to be scheduled for each witness)
7. The panel, Complainant and Principal/staff member may question the witness(es)	11.25am - 11.35am (10 minutes for the panel to question each witness)
8. Final statement by the Principal/staff member	11.35 – 11.40am
9. Final statement by the Complainant	11.40 – 11.45am
8. Conclusion of meeting	11.45am (later if more witnesses are present)
9. Private meeting of the Complaints Panel	11.35pm -

Support for employees who have been the subject of a complaint

Staff counselling and the Employee Assistance Programme

If you are experiencing problems at work or at home, you can see a trained counsellor located near you. You can refer yourself for counselling for any problem that is affecting your work and your school will pay for you to receive counselling.

The counselling service is delivered by an external provider called HM Assist, making the service completely confidential and independent of the Trust.

Counselling is just one aspect of the Employee Assistance Programme (EAP). The EAP can offer support in a range of areas related to your work life or your personal life, such as:

- advice on managing your money, including debts;
- maintaining a healthy work-life balance;
- advice on nutrition and health matters such as giving up smoking;
- managing relationships, including holding difficult conversations;
- support and advice for managers in managing staff.

Counselling

Counselling can help with a wide range of issues, including:

- long-term ill health
- stress
- bereavement
- relationship and family problems
- critical incident or post-traumatic stress.

In the past, staff have found that counselling has helped them to put problems into perspective, enabled them to cope and increased their self-esteem and assertiveness.

In the event of a critical incident or serious breakdown of working relationships, group counselling can be provided and we also run our own [workplace mediation service](#).

Applying for counselling

Our counselling service is provided by a company called HM Assist.

- Call HM Assist direct on **0800 141 2784**
- The service is available 24 hours a day, 365 days a year.

You will need to confirm the name of the academy you work in.