



# Complaints Procedure for schools within the Trust

This policy has been adopted by Instanter Learning Trust and is applicable to all schools within the Trust.

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## **1. Introduction**

We endeavour to provide the best education possible for all our pupils in an open and transparent environment. We welcome any feedback that we receive from parents / carers, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the Trust aims for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

This policy is intended to reflect the process for dealing with general complaints to an individual Instanter Learning Trust school or to the Trust.

## **2. Who can make a complaint?**

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

## **3. The difference between a concern and a complaint**

A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.

A complaint may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.

It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint’s procedure. We take concerns seriously and will make every effort to resolve the matter as quickly as possible.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, we will attempt to resolve the issue internally, through the stages outlined within this complaint’s procedure.

## **4. General Principles**

### **Anonymous complaints**

We will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

### **Timescales for raising a complaint.**

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame only if exceptional circumstances apply.

### **Complaints received outside of term time.**

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

### **Audio or video evidence**

Complainants should make sure they obtain informed consent from all parties present before recording conversations or meetings. In line with DfE guidance, we do not normally accept electronic recordings as evidence when we are asked to consider a complaint. Unless exceptional circumstances apply, we will not

accept, as evidence, recordings of conversations that were obtained covertly and without informed consent of all parties being recorded.

### **Deviation from the procedure**

There may be occasions when it is necessary or reasonable to deviate from the published complaints procedure. In these cases, the complainant will be kept informed and reasons for the deviation given.

### **Confidentiality**

Confidentiality must be maintained at all times. All conversations and correspondence must be treated with discretion and all parties to a complaint will need to accept that some sharing of information is required to ensure the complaint can be fully investigated. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act request them.

### **Lead Investigator**

The Trust reserves the right to determine that the Lead Investigator at each formal stage of the process is independent and appropriate for that stage of the investigation e.g. Headteacher, Senior School Leader, Chair of Governors, Trust Chief Executive Officer, member of the Trust Central Team, Chair of the Trust Board or Trustee and a Lead Investigator may be appointed from a different Trust School if this is deemed appropriate.

### **Complaints Panels**

All Complaints Panels will aim to be convened within the agreed timescales subject to the availability of the complainant and the panel members. If a panel cannot be convened in a timely manner from the Governors of the School in question, Governors from other Trust schools and/or Trustees may be asked to attend the panel meeting.

All Complaints Panels will include an independent panel member who is independent of the management and running of the Instant Learning Trust.

### **Resolving complaints**

At each stage in the procedure, we want to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation.
- an admission that the situation could have been handled differently or better.
- an assurance that we will try to ensure the event complained about will not recur.
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made.
- an undertaking to review school policies in light of the complaint.
- an apology.

In addition, mediation can provide a helpful mechanism for discussion when a complaint is raised and can help to rebuild the relationship between parties once all of the investigative stages of the complaint's procedure have been complete.

### **Withdrawal of a complaint**

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

### **Informal complaints**

It is to be hoped that most concerns can be expressed and resolved on an informal basis, within ten school working days.

### **External Inspections**

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this

procedure or result in the procedure being suspended until those public bodies have completed their investigations. If this happens, we will inform you of a proposed new timescale.

If a complainant commences legal action in relation to their complaint, we will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

#### **Maintaining records**

We will keep a confidential written record of all complaints that are made in accordance with this procedure. The written record will include whether the complaint has been resolved following a formal procedure and whether it proceeded to a panel review meeting. It will also refer to any action taken by, as a result of the complaint regardless of whether it has been upheld.

#### **5. Complaints dealt with outside the scope of the Complaints Policy.**

This procedure covers all complaints about any provision of community facilities or services by the Trust, other than complaints that are dealt with under other statutory procedures, including those listed below.

<b>Exceptions</b>	<b>Who to contact</b>
Admissions to schools, Statutory assessments of Special Educational Needs and School re-organisation proposals	Concerns about admissions should be handled through a separate process -either through the appeals process or via the local authority.
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the Local Authority Designated Officer (LADO) who has local responsibility for safeguarding.
Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/school-discipline-exclusions/exclusions">www.gov.uk/school-discipline-exclusions/exclusions</a> . *complaints about the application of the behaviour policy can be made through the school's complaints procedure.
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a> . Volunteer staff who have concerns about our School should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.

Staff conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.  Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
National Curriculum - content	Please contact the Department for Education at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>

## 6. Formal Complaints

### Summary of Timeline for Dealing with Complaints

Formal Concern 5 Days	Expression of concern is raised to an appropriate member of staff. If a satisfactory outcome is reached, no further action required. If the outcome is not satisfactory, proceed to Stage 1.
Stage 1 15 days	Formal Investigation by Investigation Lead. If a satisfactory outcome is reached, no further action required. If the outcome is not satisfactory, proceed to Stage 2.
Stage 2 15 days	Formal Investigation by Investigation Lead. If a satisfactory outcome is reached, no further action required. If the outcome is not satisfactory, proceed to Stage 3.
Stage 3 40 days	Panel Hearing This is the final stage of the Complaints Procedure.  If the complainant considers that the complaints procedure has not been followed correctly, they may contact the ESFA.

Each stage must be completed before progressing to the next stage.

## 7. Expression of Concern

A concern can be raised in person, in writing or by telephone. They may also be made by a third party acting on behalf of the person with the concern, as long as they have appropriate consent to do so.

If you wish to raise a concern, in the first instance you should contact the appropriate staff member at the individual school.

You should not approach individual governors to raise concerns or complaints. Governors have no power to act on an individual basis and it may also prevent them from considering complaints at a later stage of the procedure.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Headteacher will refer you to another staff member.

Similarly, if the member of staff directly involved feels unable to deal with a concern, the Headteacher will refer you to another staff member.

The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

A concern against school staff (except the Headteacher) should be made in the first instance, to the Headteacher.

Concerns that involve or are about the Headteacher or Chair of Governors should be made to the Trust's Chief Executive Officer.

When no satisfactory solution to the concern raised can be found, you will be asked if you wish to proceed with a formal complaint.

## **8. Formal Complaints**

For ease of use, a template Complaint Form for each stage is included at the end of this procedure. If you require help in completing the form, you can also ask a third-party organisation for example like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

### **8.1 Stage 1 Formal Investigation**

Formal complaints must be made to the Headteacher (unless they are about the Headteacher). This is done by completing a Complaint Form (see Appendix A). The form is useful as it ensures that relevant information is communicated at the outset.

The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within three school days.

Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face-to-face meeting is the most appropriate way of doing this.

The Headteacher may delegate the investigation to another member of the school's Senior Leadership Team but not the decision to be taken.

The Headteacher or designated lead Investigator will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- keep a written record of any meetings/interviews in relation to their investigation.
- Seek advice or support from the Trust Executive Team if necessary.

At the conclusion of their investigation, the Headteacher will provide a formal written response within fifteen school days of the date of receipt of the complaint.

If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the school will take to resolve the complaint.

The Headteacher will advise the complainant of how to escalate their complaint if they believe it has not been fully addressed at this stage.

If the complaint is about the Headteacher or concerns a member of the Local Governing Body, it will immediately pass to Stage 2 for investigation by the Trust's Chief Executive Officer.

If a complaint is escalated to the Trust or if a complainant wishes to complain directly about the Trust, then the complaint should be sent to the Chief Executive Officer (ref. item 13)

## **8.2 Stage 2 - Formal Investigation**

If the complainant believes that their complaint has not been fully addressed at Stage 1, they may request an independent investigation. This should be done by completing a Complaint Form outlining clearly why the complainant feels their case has not been dealt with satisfactorily.

The designated lead investigator will only review the initial complaint and if required conduct a further investigation.

Receipt of the complaint form will be acknowledged. In most cases the complainant will be invited to meet with the Investigating Lead at the outset of the process. The aim of this meeting is to enable them to understand the scope of the complaint and desired outcomes prior to commencing their investigation.

The Investigating Lead will consider all relevant evidence; this may include but is not limited to:

- evidence and outcome from Stage 1 investigation if applicable
- a statement from the complainant
- where relevant a meeting with/statement from an individual who is the subject of the complaint
- any previous correspondence regarding the complaint
- any supporting documents from all parties
- interviews with /statements from anyone related to the complaint, relevant policies and whether they were followed.

After considering the available evidence, the Investigating Lead may:

- uphold the complaint and direct that certain action be taken to resolve it,
- not uphold the complaint and provide the complainant with details of the Stage 3 complaint review process,
- uphold the complaint in part: in other words, the Chair of Governors/Nominated Governor may find one aspect of the complaint to be valid, but not another aspect. They may recommend certain action to be taken to resolve any aspect that they find in favour of the complainant.

The Investigating Lead should inform the complainant of their decision in writing within fifteen school days of receipt of the complaint. They should explain clearly why they have come to the decision that they made. They should detail any agreed actions as a result of the complaint.

Finally, they should provide the complainant with details of how to progress the complaint to Stage 3 if they believe the complaint has not been fully addressed.



Should the complaint not be resolved mediation should be considered. This can be arranged through the Area Schools Support Service and will be impartial and objective.

### **8.3 Stage 3 - Panel Hearing**

If the complainant does not believe that their complaint has been fully addressed at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3.

This consists of a Panel hearing with at least three members who were not directly involved in the matters detailed in the complaint or any previous investigation, with one Panel member who is independent of the management and running of the school.

Complainants can request an independent complaints committee if they believe there is likely to be bias in the proceedings. They should provide evidence of bias in support of their request, as it is the Panel's decision whether to agree to it. If the appearance of bias is sufficient to taint the decision reached, then it is recommended that the Panel grants such requests.

This is the final stage of the Trust's complaints procedure.

#### **Timeline:**

A request to escalate to Stage 3 must be made within ten school days of receipt of the Stage 2 response to the Trust's Chief Executive Officer.

Requests received outside of this time frame will only be considered if exceptional circumstances apply and are explained at the same time that the request for a Stage 3 hearing is made.

A Clerk for the Panel Hearing will be assigned and will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within five school days.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within thirty school days of receipt of the Stage 3 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed. If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. In this case the Panel will meet with the Clerk and consider the complaint on the basis of written submissions from both parties, with neither party being present.

If the complaint is jointly about the Chair and Vice Chair or, the entire Local Governing Body or the majority of the Local Governing Body. Stage 3 will be heard by a panel of Trustees and an independent panel member.

The complainant may ask to be accompanied to the meeting by a supportive companion, interpreter or advocate. It is not advisable for this person to be a member of the school community, for reasons of confidentiality and to avoid conflict of interest. The complainant must advise the Clerk of the name and role of this additional person prior to the hearing, and the Clerk will seek agreement from the chair of the Panel. If the additional person is attending as an advocate, they will be presenting the complainant's case and speaking on their behalf, and therefore the complainant will not be able to address the Panel directly. If the additional person is attending as a supportive companion, they will not be able to address the Panel directly.

As this is not a legal process, neither party may bring legal representation with them except in exceptional circumstances, by prior agreement of the Panel.

At least fifteen school days before the meeting, the Clerk will:

- confirm and notify both parties of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible and
- inform both parties that copies of any further written material should be submitted to the clerk at least ten school days before the meeting. Any evidence submitted after this, including on the day of the hearing, will only be considered in exceptional circumstances with the agreement of the Panel, whose decision is final.

Any written material will be collated and circulated by the clerk to all parties so that it is received at least five school days before the date of the meeting. The Panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

If the attendance of any pupils is required at the hearing, parental permission will be sought if the pupil is under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing. The Panel should respect the views of the child/young person and give them equal consideration to those of adults. If the child/young person is the complainant, the Panel should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent / carer is the complainant, the Panel should give the parent / carer the opportunity to say which parts of the meeting, if any, the child/young person needs to attend. However, the parent / carer should be advised that agreement might not always be possible if the parent/carer wishes the child/young person to attend a part of the meeting that the Panel considers is not in the child/young person's best interests. The welfare of the child/young person is paramount.

Representatives from the media are not permitted to attend.

#### **Conduct of the meeting:**

The aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant. We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations. Financial compensation is not a possible outcome of the process.

The Panel hearing will consider the complaint as was submitted at Stage 1 and 2. Any new issues will need to be dealt with by a separate complaint procedure.

The Panel will not only consider the handling of the complaint at the previous stages but will also consider those aspects of the original complaint which the complainant believes have not been fully addressed.

The meeting will be held in private and is confidential. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or additional needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations are recorded. Consent will be recorded in any minutes taken.

The Panel will consider the complaint and all the evidence presented and will come to their decisions on the balance of probabilities. The Panel can:

- uphold the complaint in whole or in part.
- dismiss the complaint in whole or in part.
- determine that all or part of the complaint is out of their scope to consider.

If the complaint is upheld in whole or in part, the Panel will:

- decide on the appropriate action to be taken to resolve the complaint.
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Panel will provide the complainant with a full explanation of their decision and the reason(s) for it, in writing, and a copy of the minutes of the Panel hearing, within ten school days.

The letter to the complainant will include details of how to contact the Education and Skills Funding Agency (ESFA) if they believe their complaint has been handled unreasonably or unlawfully.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the School will take to resolve the complaint.

The Panel will ensure that those findings and recommendations are sent by post, electronic mail or otherwise given to the complainant and, where relevant, the person complained about, with a copy to the Chief Executive Officer.

The complaint investigator/the Chair of the Complaint Review Panel will ensure that a copy of all relevant information relating to the complaint is kept in a secure, confidential\* file, separate from staff and pupil records. This information should be retained for six years from the date of the complaint, in line with guidance from the Information and Records Management Society ([www.irms.org.uk](http://www.irms.org.uk)) and in accordance with the principles of the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR). The complainant should be informed that this will be done.

\* Please note that the Secretary of State or a body conducting an inspection under s 109 of the Education and Skills Act 2008 may request access to complaints documentation.

If the complaint is jointly about the Chair and Vice Chair or the entire governing body or the majority of the Local Governing Body, Stage 3 will be heard by a committee of governors who are independent of the school.

#### **8.4 Next Steps**

If the complainant believes the school/Trust did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the ESFA after they have completed Stage 3.

The ESFA will not normally reinvestigate the substance of complaints or overturn any decisions made. They will consider whether the investigation adhered to education legislation and any statutory policies connected with the complaint and whether they have followed [Part 7 of the Education \(Independent School Standards\) Regulations 2014](#).

The complainant can refer their complaint to the ESFA online at: [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus), by telephone on: 0370 000 2288 or by writing to:

Academy Complaints and Customer Insight Unit  
Education and Skill Funding Agency  
Cheylesmore House  
5 Quinton Road  
Coventry  
CV1 2WT

## **9. Roles and Responsibilities**

### **Complainant**

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible.
- co-operate with the school in seeking a resolution to the complaint.
- respond promptly to requests for information or meetings or in agreeing the details of the complaint.
- ask for assistance as needed.
- treat all those involved in the complaint with respect.
- refrain from publicising the details of their complaint on social media and respect confidentiality.

### **Investigator**

The investigator's role is to provide a comprehensive, open, transparent and fair consideration of the complaint through:

- sensitive and thorough discussion with the complainant to establish their perspective and desired outcomes.
- interviewing staff and other people relevant to the complaint.
- consideration of records and other relevant information.
- analysing information.
- liaising with the complainant and the Clerk as appropriate to clarify what the complainant feels would put things right.

### **Clerk to the Stage 3 Panel Hearing**

The Clerk is the contact point for the complainant and the Panel and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR).
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible.
- collate any written material relevant to the complaint and send it to the parties in advance of the meeting within an agreed timescale.
- record the proceedings.
- circulate the minutes of the meeting.
- notify all parties of the Panel's decision.

### **Panel Chair**

The Panel's chair, who is nominated in advance of the complaint meeting, will ensure that the meeting is conducted in line with the complaint's procedure and best practice principles.

### **Panel Members**

Panel members should be aware that:

- The meeting must be independent and impartial and should be seen to be so.
- No governor / trustee may sit on the Panel if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- They should read all documentation and understand the aims and purpose of the meeting.

## **10. Procedure for managing unreasonable complaints.**

The Trust is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain.

We will not normally limit the contact complainants have with our schools.

However, we define unreasonable behaviour

- as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school
- if the complaint relates to the same issue that was the subject of a previous complaint (made by the same complainant) that has already been through a formal complaints procedure.
- We do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Whenever possible, the Investigating Lead will discuss any concerns with the complainant informally before determining that they may be acting "unreasonably".

Should a complaint be deemed as "unreasonable", this will be stated in a formal letter to the complainant and there would be no grounds for the complaint to be escalated further.

## **11. Procedure for managing complaint campaigns**

In the rare event that a school receives a large volume of complaints all based on the same subject, from complainants unconnected with the school, we will either send a template response to all complainants or publish a single response on the school's website.

## **12. Area Schools Support Service**

The role of the Area Schools Support Service is to provide impartial advice and guidance to school staff, governors and complainants at all stages of the complaints process.

## **13. Complaints escalated to / about the Trust, Chief Executive Officer(CEO) or Trustee**

If a complaint is escalated to the Trust or if a complainant wishes to complain directly about the Trust, then the complaint should be sent to the CEO to be investigated.

The CEO will write to the complainant acknowledging the complaint within 5 school days of the date that the written request was received.

The acknowledgement will confirm that the complaint will now be investigated under Stage 2 of this Complaints Policy and will confirm the date for providing a response to the complainant. (ref. 8.2)

Following the investigation, the CEO will write to the complainant confirming the outcome within 15 school days of the date that the letter was received. If this time limit cannot be met, the CEO will write to the Complainant within 5 school days of the date that the letter was received, explaining the reason for the delay and providing a revised date.

If the complaint concerns the CEO or a Trustee, the complaint should be investigated by the Chair of the Trust Board. If a formal complaint form is received about the Chair, the complaint will be referred to the Vice-Chair for investigation.

*NB. Where the Chair of the Trust Board has investigated the complaint, they will write the letter of outcome to the Complainant and provide a copy to the CEO.*

If the complainant is not satisfied with the outcome of the previous stage, the complainant should write to the Clerk to the Trust Board asking for the complaint to be heard before a Stage 3 Complaint Panel, within 10 school days. (ref 8.3 Stage 3).

If the complaint is jointly about the Chair and Vice Chair or the entire Trust board or the majority of the Trust board, Stage 3 will be heard by a completely independent committee panel.

One of the Complaint Panel members will be independent of the management and running of the Trust. This means that the independent Complaint Panel member will not be a Trustee or an employee of the Trust. The Chair of the Committee will provide the complainant and Trust with a full explanation of their decision and the reason(s) for it, in writing, within 10 school days.

The letter to the complainant will include details of how to contact the Education and Skills Funding Agency (ESFA) if they are dissatisfied with the way their complaint has been handled by the Trust. (ref 8.9 Next Steps)

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the Trust will take to resolve the complaint.

#### **14. COMPLAINT FORMS**

The forms for use with the Complaints Procedure from Expressions of Concern through to Stage 3 are included below.

**EXPRESSION of CONCERN**

**Trust School:**

**Staff Member to whom the Concern is addressed:**

**Your name:**

**Pupil's name (if relevant):**

**Your relationship to the pupil (if relevant):**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Email:**

**Please give details of your concern**

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

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date Concern Received:**

**By whom:**

**Concern Outcome Sent:**

**Date:**



**STAGE 1 FORMAL INVESTIGATION**

**Trust School:**

**Staff Member to whom addressed:**

**Your name:**

**Pupil's name (if relevant):**

**Your relationship to the pupil (if relevant):**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Email:**

**Please give details of the Complaint**

**Why do you consider was this not addressed at the Expression of Concern stage?**

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

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date Stage 1 Received:**

**By whom:**

**Outcome Sent:**

**Date:**

**STAGE 2 FORMAL INVESTIGATION**

**Trust School:**

**Staff Member to whom the Stage 2 is addressed:**

**Your name:**

**Pupil's name (if relevant):**

**Your relationship to the pupil (if relevant):**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Email:**

**Please give details of the Complaint**

**Why do you consider the outcome of the Stage 1 Formal Investigation has not resolved the Complaint?**

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

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date Stage 1 Received:**

**By whom:**

**Outcome Sent:**

**Date:**

**STAGE 3 PANEL HEARING**

**Trust School:**

**FAO Chief Executive Officer.**

**Your name:**

**Pupil's name (if relevant):**

**Your relationship to the pupil (if relevant):**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Email:**

**Please give details of the Complaint**

**Why do you consider the outcome of the Stage 2 Formal Investigation has not resolved the Complaint?**

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

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date Stage 1 Received:**

**By whom:**

**Outcome Sent:**

**Date:**

