



# Complaints Policy

**September 2023**

Review: Autumn 2026

**COMPLAINTS POLICY**

The Trust’s aims are to ensure that all children within our schools gain a first-rate education, develop the skills necessary for the next stage in their lives and are equipped with the personal values and attributes that will make them successful in a fast-changing world.

**The Trust believes that meaningful communication between schools and stakeholders is vital for children to achieve and progress. There is a requirement for schools to have a complaints procedure, but addressing concerns at an early stage and informally will improve relations with stakeholders and should reduce the number of complaints. The Trust provides a standard complaints procedure for all its schools, as it believes that this will help caregivers who may have children in more than one of its schools.**

**The Trust accepts complaints and concerns as opportunities to enable it to address any issues before they become a problem.**

Complaints about Admissions, Exclusions, and Special Educational Needs have different procedures.

Complaints may be made by the wider community.

Links to other policies – Equality, Admissions, Behaviour, Special and Additional Educational and Disability Needs.

**Diversity (equality) impact assessment** anyone may voice concerns and have them addressed.

**Monitoring arrangements – Local Governing Body (LGB)** could ask the Headteacher to report on concerns, particularly if there is a pattern. Local Governing Body could use ‘parents’ view’ to identify concerns.

Area	Risk	Managed by Procedure
Child Protection	Disclosures as part of the complaint	CP procedures
Financial	Tribunal costs	Proper investigation and fair hearing
Achievement and Attainment		
Business continuity	Reputation	Proper investigation and fair hearing
Other		

Date of Trustee approval: September 2023

Review arrangements including date of review: Autumn 2026

## **Complaints Procedure**

The Trust has provided a generic procedure to ensure consistency. It should be personalised by each school.

The LGB is responsible for the first hearing, using its own members if possible but supplemented, if necessary, by other local Governors from within the Trust, Trustees of the Trust, or, if considered advisable, independent members. The Trust is responsible for the second hearing. The panel for the second hearing must not include any member of the panel from the first hearing.

The school procedure should be reviewed following any complaint hearing