



Concerns and Complaints Policy

September 2021

Next Review: 2022



CONCERNS AND 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 in order 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 care-givers who may have children in more than one of its schools.

The Trust accepts concerns and complaints 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 could ask the Headteacher/Head of School to report on concerns, particularly if there is a pattern. LOCAL GOVERNING BODY could use ‘parents’ view’ to identify concerns.

Risk Assessment

Area	Risk	Managed by Procedure
Child protection	Disclosure as part of 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 2021

Review arrangements including date of review: September 2022

Complaints Procedure

The Trust has provided a generic procedure to ensure consistency. It should be personalised by each school; smaller schools may wish to reduce the number of initial stages.

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.