

COMPLAINTS POLICY



The People's Learning Trust: Complaints Policy

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1. INTRODUCTION

The People's Learning Trust, grounded in the core values of Inclusivity, Collaboration, Respect, Trust and Community, aims to resolve complaints at the earliest possible stage and, where possible, informally. The Trust is dedicated to continuing to provide the highest quality of education possible in all of its academies throughout the procedure. This policy has been created to handle complaints relating to any aspects of the provision of facilities or services against:

- Any member of staff.
- Any Academy within the Trust.
- Any Local Governing Board of the Trust.
- Individual Trustees or the Board of Trustees.
- The Trust as a whole.

It is designed to ensure that the Trust's complaints procedure is straightforward, impartial, non-adversarial, allows a full and fair investigation, respects confidentiality, and delivers an effective response and appropriate redress. This policy outlines the procedure that the complainant, the Trust, and its academies will follow.

Once a complaint has been made, it can be resolved or withdrawn at any stage. The Headteacher / Principal and / or Chair of Governors of the relevant Academy will delegate an appropriate person to be the first point of contact during the complaint's procedure.

2. LEGAL FRAMEWORK

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Freedom of Information Act 2000
- Education Act 2002
- Equality Act 2010
- Part 7 of The Education (Independent School Standards) Regulations 2014
- Immigration Act 2016
- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- HM Government (2016) 'Code of Practice on the English language requirement for public sector workers'
- ESFA (2021) 'Best practice guidance for academies complaints procedures'
- ESFA (2024) 'Academy Trust Handbook 2024'

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This policy operates in conjunction with the following school policies:

- Admissions Policy
- Child Protection and Safeguarding Policy
- Behaviour Policy
- Suspension and Exclusion Policy
- Whistleblowing Policy
- Dignity at Work & Grievance Policy
- Data Protection Policy
- Records Management Policy

3. DIFFERENCE BETWEEN A CONCERN & A COMPLAINT

Concern	Complaint
An expression of worry or doubt over an issue considered to be important for which reassurances are sought.	An expression of dissatisfaction about previous concerns not resolved, actions taken or a lack of action.

Any complaint or concern will be taken seriously, whether raised formally or informally, and the appropriate procedures will be implemented. The definition of “unreasonable complaints” is outlined in the ‘Managing unreasonable complaints’ section of this policy.

For the purpose of this policy, “duplicate complaints” are identical complaints received from a complainant’s spouse, partner or child. These complaints will not be addressed again and the individual making the second complaint will be informed that the complaint has been dealt with on a local level. If the individual is dissatisfied with the result, they can appeal to the ESFA, as outlined in ‘The role of the ESFA’ subsection of this policy. Any new details provided by a complainant’s spouse, partner or child, however, will be investigated and managed in line with the complaints procedure.

For the purpose of this policy, “complaints campaigns” are where the Trust, or an Academy within the Trust, receives large volumes of complaints that are all based on the same subject.

For the purposes of this policy, “independence” means that an independent individual has no association with the Trust. This includes not being a Member, Trustee or

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employee of the Trust and not having a direct connection to any of its academies, including employment or legal services.

According to ESFA guidance, independent panel members may also include Governors from a Local Governing Board at a different school within the same Multi-Academy Trust, provided they have no conflict of interest or prior knowledge of the complaint.

This ensures compliance with both the Trust's and the ESFA's definitions of independence, allowing for a fair and impartial review process.

4. MAKING A COMPLAINT

Any parent and / or carer of a pupil in a Trust Academy is able to make a complaint about the provision of facilities or services that the Trust provides. Any complaints made by other parties may be handled via different procedures to those outlined in this policy. This includes complaints made by a third party on behalf of a parent or carer of a pupil in a Trust Academy.

The Trust will not normally investigate anonymous complaints.

Individuals making complaints about issues relating to separate statutory procedures will be referred as follows:

- Admissions – referred to the appeals process outlined in the Admissions Policy.
- Child protection – referred to safeguarding procedures outlined in the Child Protection and Safeguarding Policy.
- Exclusion – referred to the procedures outlined in the Behaviour Policy and Suspension and Exclusion Policy.
- Whistleblowing – referred to the internal whistleblowing procedures outlined in the Whistleblowing Policy.
- Staff grievances – referred to the internal grievance procedures outlined in the Dignity at Work & Grievance Policy.
- Staff conduct – referred to the internal Disciplinary procedures.
- Third-party suppliers using school premises or facilities – referred to separate complaints procedures. The school will ensure any third-party supplier using school premises or facilities to offer community facilities or services has its own complaints procedures in place and such complaints do not fall within the scope of this policy.

All other complaints will be directed towards the procedures laid out in this policy.



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Complainants may make complaints in person, in writing or by telephone. Complaints should be made using the appropriate channels of communication.

The complaints form, found in Appendix A, has been designed to ensure that complainants provide all necessary information to effectively handle and resolve their concerns. It includes fields for details about the incident, actions already taken, and the specific outcomes desired. The form also asks for the complainant's preferred method of communication and includes a data protection statement to ensure that personal information is handled in accordance with GDPR.

Complainants are encouraged to use this form to facilitate a clear and transparent complaints process.

Complaints are expected to be made as soon as possible after an incident arises to amend the issue in an appropriate timescale. The Trust upholds a **three-month** time limit in which a complaint can be lodged regarding an incident. Complaints made outside this time limit will be considered in exceptional circumstances. In the case of any timescales changing, all parties involved will be informed of the changes in a timely manner.

Complaints received outside of term time will be treated as **being received on the first school day after the holiday period.**

A complaint can progress to the next stage of the procedure even if it is not viewed as "justified". All complainants are given the opportunity to fully complete the complaints procedure.

Complaints about Trust staff or Trustees:

Complaints against staff of an Academy will:	Be dealt with by the Headteacher / Principal of the Academy, the Headteacher / Principal can delegate to other leaders. Follow the complaints procedure, including a panel hearing where applicable.
Complaints against a Headteacher / Principal of an Academy will:	Be dealt with by the Chief Executive Officer. Follow the complaints procedure, including a panel hearing where applicable.
Complaints against Local Governors or Trustees will:	Be made in writing to the clerk, who will arrange for them to be heard.

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	<p>Be dealt with by the chair of the LGB or the Chair of Trustees, respectively.</p> <p>Potentially involve escalation to the Trust Board to conduct an investigation – this will be handled by the CEO.</p> <p>Involve a panel hearing where applicable</p>
Complaints against the Chair of Trustees, or an entire LGB will:	Be made in writing to the clerk, who will determine the most appropriate course of action dependent on the nature of the complaint.
Complaints against the Board of Trustees will:	<p>Be dealt with by the Members.</p> <p>Follow the complaints procedure, including a panel hearing where applicable.</p>
Complaints against the CEO will:	Be dealt with by the Chair of Trustees, with a panel hearing where applicable.
Complaints against a member of the Trust Central team will:	<p>Be dealt with by the line manager.</p> <p>Begin with stage two of the 'Complaints procedure' outlined in this policy, i.e. via a formal, written complaint.</p>

Complaints escalated to the Trust:

Where a complainant wishes to escalate their complaint to the Trust, the complaint will be handled by a member of the executive team.

The clerk to the Board of Trustees will write to the complainant to acknowledge their complaint within **15 school days of receiving it**. If appropriate, a member of the executive team will investigate the complaint and provide an initial response.

Where the complainant is not satisfied with the outcome of the initial response, they will be prompted to write to the clerk to the Board of Trustees to ask for the complaint to be held before a panel within **10 school days**. The clerk will record the date this complaint is received and will respond within **10 school days**. The panel hearing will be organised in accordance with stage three of the 'Complaints procedure'.

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If a complaint is escalated beyond the panel, its resolution may involve sourcing an independent investigator to deal with the complaint. In exceptional circumstances, where it is necessary to deviate from the complaints procedure, this deviation will be appropriately documented.

Information about a complaint will not be disclosed to a third party without written consent from the complainant.

5. ROLES & RESPONSIBILITIES

The complainant is responsible for:

- Cooperating with the Trust, or an Academy within the Trust, in seeking a solution to the complaint.
- Expressing the complaint and their concerns in full at the earliest opportunity.
- Promptly responding to any requests for information and meetings.
- Asking for assistance as needed.
- Treating anyone involved in the complaint with respect.

The role of the investigator will differ depending on the nature of the complaint and who it is directed at. This means that:

- For complaints against staff of academies in the Trust, the investigator will be appointed by the Headteacher / Principal.
- For complaints against Headteachers / Principals of academies in the Trust, the investigator will be appointed by the CEO.
- For complaints against local governors, the investigator will be appointed by the Chair of the LGB or Chair of Trustees.
- For complaints against Trustees, the investigator will be appointed by the Chair of Trustees.
- For complaints against the Chair of Trustees or an entire LGB, the clerk will appoint an appropriate person to be the investigator.
- For complaints against the CEO, the investigator will be appointed by the Chair of Trustees.

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The investigator of the complaint is responsible for:

- Providing a sensitive and thorough interviewing process of the complainant to establish what has happened and who is involved.
- Considering all records, evidence and relevant information provided.
- Interviewing all parties that are involved in the complaint, including staff and pupils.
- Analysing all information in a comprehensive and fair manner.
- Liaising with the complainant and clarifying an appropriate resolution to the problem.
- Identifying and recommending solutions and courses of actions to take.
- Being mindful of timescales and ensuring all parties involved are aware of these timescales.
- Responding to the complainant in a clear and understandable manner.

Where complaints are escalated to a panel hearing, all complaints panel members will be aware that:

- The review panel hearing is independent and impartial.
- No individual with prior involvement in the complaint, or the circumstances surrounding it, is permitted to sit on the panel.
- The aim of the panel is to achieve a reasonable resolution and, ultimately, attain reconciliation between the parties involved.
- Reconciliation between the Trust and complainant is not always achievable, and that it may only be possible to establish facts and make recommendations to reassure the complainant that their case has been taken seriously.
- The panel can:
 - Dismiss or uphold the complaint, in whole or in part.
 - Decide on appropriate action to be taken.
 - Recommend changes that the Trust can make to prevent reoccurrence of the problem.
- Complainants may feel nervous or inhibited in a formal setting and, therefore, the proceedings should be as welcoming as possible.
- When a child is present at the hearing, extra care needs to be taken to ensure that the child does not feel intimidated, as well as ensuring the child's view is represented equally.

The panel chair will:

- Ensure that minutes of the hearings are taken on every occasion.
- Explain the remit of the panel to the complainant.

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- Ensure that all issues are addressed and that outcomes are reached based on facts and evidence.
- Help to put at ease and console individuals involved who are not used to speaking at such hearings, particularly any pupils involved.
- Conduct the hearing in a manner that ensures everyone is treated with respect and courtesy.
- Ensure that the room's layout and setting is non-adversarial yet still sets the appropriate tone.
- Confirm that no member of the panel has previously been involved in the earlier stages of the procedure or has an external interest in the outcome of the proceedings.
- Give both the complainant and the Trust the opportunity to state their case and seek clarity without undue interruption.
- Provide copies of any written material or evidence to everyone in attendance of the meeting, ensuring that everyone has seen the necessary material.
- Organise a short adjournment of the hearing if required.
- Continuously liaise with the clerk to ensure the procedure runs smoothly.
- Help to provide the support necessary where the complainant is a child.

The role of the ESFA

If a complainant remains dissatisfied once the complaint procedure has been completed, they have the right to refer their complaint to the Secretary of State. If a complainant wishes to escalate a complaint, the Trust will refer them to the relevant contact form, and prompt them to follow the instructions on this form to submit a complaint to the Secretary of State.

The ESFA will not overturn the Trust or panel's decision about a complaint or re-investigate the original complaint. The ESFA will only intervene following a complaint if it believes the Trust has:

Breached a clause in its funding agreement.

Failed to comply with education law or acted unreasonably when exercising related education functions.

When making a final decision about a complaint, the Trust reserves the right to seek advice from the ESFA on whether they are acting reasonably and lawfully; however, they will not be able to advise on how to resolve the complaint.

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6. COMPLAINTS PROCEDURE

This policy is implemented on a trust-wide level. The Trust will ensure that the complaints procedure is:

- Easily accessible and publicised on its website.
- Simple to understand and put into practice.
- Impartial and fair to all parties involved.
- Respectful of confidentiality duties.
- Continuously under improvement, using input from the SLTs of all individual academies within the Trust.
- Fairly investigated, by an independent person where necessary.
- Used to address all issues to provide appropriate and effective responses where necessary.
- Informal – which will usually come in the form of a meeting between a representative of the Trust or individual Academy and the complainant.
- Formal – where the complaint is put in writing to the Trust.
- Panel hearing – where the panel includes at least three people who were not directly involved in the matters detailed in the complaint and one person who is independent of the management and running of the Trust.

At each stage, complainants will be informed of their options for escalation if they are unsatisfied with the outcome of their complaint. The appropriate person will communicate the details of the next stage of the process when delivering the outcome of the current stage, where applicable.

To prevent later challenge or disagreement over what was said in any in-person meetings or telephone conversations at any stage of the procedure, brief notes will be kept, and a copy of any written response will be added to the record of the complaint. Notes and paper copies of any complaints and/or responses are kept securely on each Academy's ICT system, or on the central Trust ICT system where the complaint is against the Trust as a whole or a member of the Board of Trustees.

Stage one – informal complaint

An informal complaint may be made in person, by telephone or in writing.

Within **10 school days** of notification of the complaint, the complainant and the relevant member of staff should discuss the issue in a respectful and informal manner to seek a mutual resolution.

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At this initial communication stage of the complaint, the complainant will be asked for their input as to what they believe may resolve the issue about which the complaint has been made to avoid further escalation where possible.

In line with ESFA guidance, complainants should note that any acknowledgement by the Trust that it could have handled the situation better is not an admission of unlawful or negligent action.

If an appropriate resolution cannot be sought at this informal level, or if the complainant is dissatisfied with the outcome following the initial discussions, the person managing the response to the complaint will inform the complainant about the next level of the procedure.

At the informal stage, mediation should be considered as a potential resolution tool before proceeding to the formal stage. Mediation can help foster early resolution by facilitating communication between parties and preventing the escalation of complaints. By offering mediation as an option, the Trust can ensure that complaints are dealt with in a collaborative and less confrontational manner, aligning with best practices in complaint handling.

In cases where a resolution cannot be reached informally, the complainant will be encouraged to complete the complaints form, found in Appendix A, to provide a structured outline of their concerns. The form ensures that all necessary information, such as details of the incident, actions taken, and desired outcomes, is captured to facilitate the transition to the formal complaint stage. This step helps maintain a clear record and ensures that the complaint is handled efficiently moving forward.

Stage two – formal complaint

Formal complaints must be made in writing.

Stage two of the process will be completed within **15 school days**. Where the situation is recognised as complex, and it is deemed to be unable to be resolved within this timescale, the person managing the complaint will contact the complainant to inform them of the revised target date via a written notification.

Where the appropriate person has made reasonable attempts to accommodate the complainant with dates for a complaint meeting and they refuse or are unable to attend, the meeting will be convened in their absence and a conclusion will be reached in the interests of drawing the complaint to a close.



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Once all facts are established, the person handling the complaint shall contact the complainant in writing with an explanation of the decision. The complainant will be advised of any escalation options (e.g. escalation to stage three) and will be provided with details of this process.

The complainant will also be provided with copies of minutes, subject to any necessary redactions under the Data Protection Act 2018 and the UK GDPR. Any further action the Trust plans to take to resolve the issue will be explained to the complainant in writing.

If the complainant is not satisfied with the outcome suggested, the procedure will progress to stage three. A request to escalate to stage three will be made to the clerk to the Board of Trustees within **10 school days** of the end of stage two, i.e. communication of an outcome.

In cases where a complaint is formally lodged, the Trust should provide clearer timeframes for response, particularly when a situation is complex and requires an extension. If the 15-school-day period cannot be met, the complainant must be informed of the revised timeline. Additionally, all efforts to resolve the complaint at this stage should be clearly documented, ensuring that both successful and unsuccessful resolution attempts are recorded for transparency.

Stage three – panel hearing

Where the complaint progresses to stage three, a panel will be constituted to hear the complaint, consisting of at least three individuals who were not directly involved in the matters detailed in the complaint, and at least one independent panel member. Where the complaint concerns an individual Academy, the independent panel member will have no clear connection with that Academy, such as having conducted work for the Academy. Where possible, the independent panel member will also have no association with the Trust.

The clerk will record the date the escalation request was received, acknowledge receipt of the complaint, and inform the complainant of the scheduled time and date of the panel hearing in writing. The meeting will be convened within **20 school days** of the receipt of the escalation request where possible. Where this is not possible, the clerk will provide an anticipated date and ensure the complainant is kept up-to-date.

5 days' notice will be given to all parties attending the panel hearing, including the complainant.

Prior to the hearing, the clerk will have written to the complainant informing them of how

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the review will be conducted. All relevant parties will also receive a copy of the letter.

At the hearing, all participants will be given the opportunity to put their case across and discuss any issues. The meeting will allow for:

- The complainant to be present and accompanied at the hearing if they wish.
- The complainant to explain their complaint and the individual handling the complaint to explain the reasons for their decision.
- The complainant to question the individual handling the complaint, and vice versa, about the complaint.
- Any evidence, including witnesses who have been prior approved by the chair of the panel, to be questioned.
- Members of the panel to question both the complainant and the individual about whom the complaint was made.
- Final statements to be made by both parties involved.

Neither the complainant nor the Trust will bring legal representation to this hearing, unless in exceptional circumstances, where this will be agreed beforehand. A member of staff who may be a witness to the complaint can bring a union representative or legal representative if desired; this will be agreed before the hearing.

The purpose of the hearing will be reconciliation and ensuring that things that may have gone wrong are corrected.

The complainant will receive a written response explaining the panel's findings and recommendations within 15 school days. This letter will also explain whether there are any further rights of appeal and to whom they need to be addressed.

The panel will make findings and recommendations, and a copy of those findings and recommendations will be made available for inspection on the Academy premises by the Board of Trustees and the Headteacher / Principal.

Where relevant, the person complained about will receive a summary of the panel's findings and recommendations. They will also receive a copy of the minutes, subject to any necessary redactions under the Data Protection Act 2018 and the UK GDPR.

To enhance transparency, the findings and recommendations of the complaints panel will be provided in writing to both the complainant and the person complained about. Additionally, a copy of the findings will be made available for inspection at the school by relevant parties, such as the Headteacher / Principal and the Board of Trustees.

This ensures that all parties involved are fully informed of the outcome and any decisions made during the panel hearing.

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Complaints to the ESFA

If a complainant has exhausted the Trust's complaints procedure, they will be advised that they can submit a complaint to the ESFA via their [webpage](#) or by writing to:

Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

7. WITHDRAWAL OF A COMPLAINT

Where a complainant wishes to withdraw their complaint, the Trust will ask them to confirm this in writing. Despite the complaint having been withdrawn, the Trust and Academy will still take the complainant's voice seriously and attempt to avoid causing similar distress to others in the future. The Trust and Academy will not under any circumstances ask or pressure an individual to withdraw a complaint.

8. RECORD KEEPING

A written record will be kept of all complaints that are made, regardless of the stage at which they are resolved, including any action taken by the Trust as a result of those complaints, whether they are upheld or not.

All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or an inspectorate requests access to them.

Academies are data controllers in their own right and must decide for themselves how long to keep records, unless statutory regulations apply, e.g. attendance records must be kept for 3 years. The Trust will retain records of complaints and related documents in line with the Data Protection Policy and Records Management Policy. Personal data will only be kept for as long as necessary.

9. INTERVIEWING WITNESSES

When interviewing pupils to gather information regarding a complaint, the interview should be conducted in the presence of another member of staff or, in the case of serious complaints, e.g. where the possibility of criminal investigation exists, in the



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presence of their parents. All pupils interviewed will be made fully aware of what the interview concerns and their right to have someone with them.

The Trust will ensure that the conduction of interviews does not prejudice an investigation by the LA designated officer (LADO) or the police.

The Trust understands the importance of ensuring a friendly and relaxed area which is free from intimidation. Staff are allowed a colleague to support them at their interview. The colleague must not be anyone likely to be interviewed themselves, including their line manager. The interviewer will not express opinions in words or attitude, so as to not influence the interviewee. The interviewee will sign a copy of the transcription of the interview.

10. EXCEPTIONAL CIRCUMSTANCES

The ESFA expects complainants to have completed the Trust's complaints procedure before directing a complaint to them. The exceptions to this include when:

- Pupils are at risk of harm.
- Pupils are missing education.
- A complainant is being prevented from having their complaint progressed through the Trust's complaints procedure.
- The ESFA has evidence that the Trust is proposing to act or is acting unlawfully or unreasonably.

If a social services authority decides to investigate a situation, the Board of Trustees may postpone the complaints procedure.

11. COMPLAINTS CAMPAIGNS

Where the Trust becomes the subject of a complaints campaign from complainants who are not connected with the Trust, **a standard, single response will be published on the Trust's website.**

If the Trust receives a large number of complaints about the same subject from complainants who are connected to the Trust, e.g. parents, each complainant will receive an individual response.

If complainants remain dissatisfied with the Trust's response, they will be directed to the ESFA.

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12. BARRING FROM THE PREMISES

School premises are private property and therefore any individual may be barred from entering the premises.

If an individual's behaviour is cause for concern, the principal of the relevant Academy will ask the individual to leave the premises.

The principal will notify the parties involved in writing, explaining that their implied licence for access to the premises has been temporarily revoked and why, subject to any representations that the individual may wish to make. The individual involved will be given the opportunity to formally express their views regarding the decision to bar them.

This decision to bar will be reviewed by the chair of the LAC, or the Chair of Trustees where escalated, taking into account any discussions following the incident. If the decision is made to continue the bar, the individual will be contacted in writing, informing them of how long the bar will be in place, and when the decision will be reviewed.

Anyone wishing to make a complaint regarding a barring order can do so in writing, including via email, to the Headteacher / Principal or Chair of Governors.

13. STANDARD OF FLUENCY COMPLAINTS

As members of a public authority, all staff are subject to the fluency duty imposed by the Immigration Act 2016, which requires staff members to have an appropriate level of fluency in English in order to teach pupils.

The Trust is free to determine the level of spoken communication necessary in order for staff members to develop effective performance, but it will be matched to the demands of the role in question.

The Trust will be satisfied that an individual has the necessary level of fluency appropriate for the role they will be undertaking, whether this is an existing or potential new member of staff.

If a member of the school community feels that a staff member has insufficient proficiency in spoken English for the performance of their role, they are required to follow the 'Complaints procedure' outlined in this policy.

For the purpose of this policy, a "legitimate complaint" is one which is about the standard of spoken English of a member of staff; complaints regarding an individual's



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accent, dialect, manner or tone of communication are not considered legitimate complaints. All legitimate complaints regarding the fluency duty will be handled in line with the processes detailed in this policy.

In addition to the processes outlined in this policy, the Trust will assess the merits of a legitimate complaint against the necessary standard of spoken English fluency required for the role in question.

To assess the merits, the Academy at which the staff member works will undertake an objective assessment against clear criteria set out in the role specification or, against the level of fluency descriptors relevant to the role in question.

If the complaint is upheld, the Trust will consider what action is necessary to meet the fluency duty. This may include:

- Specific training.
- Specific re-training.
- Assessment.
- Redeployment.
- Dismissal.

Appropriate support will be provided to staff to ensure that they are protected from vexatious complaints and are not subjected to unnecessary fluency testing.

Records of complaints regarding fluency will be kept in accordance with the processes outlined in the 'Recording a complaint' section of this policy.

14. TRANSFERRING DATA

When a pupil changes school, the pupil's educational record will be transferred to the new school and no copies will be kept.

The Trust will hold records of complaints separate to pupil records while a complaint is ongoing, so that access to these records can be maintained.

Information that the Trust retains relating to a complaint will be stored securely and in line with its Records Management Policy.

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15. AVAILABILITY

A copy of this policy will be made available on request. It will also be published on the Trust website, and the websites of individual academies within the Trust, as recommended by the ESFA.

16. MONITORING & REVIEW

The complaints procedure will be reviewed **every two years**, taking into account any legislative changes and the latest guidance issued by the DfE or ESFA. The next scheduled review date for this policy is 01/09/2026.

Responsibility for reviewing the procedure belongs to a committee of the Board of Trustees. All projected review dates will be adhered to.

Information gathered through reviewing the complaints procedure will be used to continuously improve and develop the process. Any changes to this policy will be communicated to all relevant stakeholders.

The monitoring and reviewing of complaints will be used to help evaluate each Academy's performance, and the performance of the Trust as a whole.

Note: for the purposes of this policy, the role of Clerk is currently undertaken by the Trust's Chief Finance & Operating Officer.



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APPENDIX A – COMPLAINTS FORM

Your Details

- Your Name: _____
- Student's Name (if applicable): _____
- Your Relationship to the Student: _____
- Address: _____
- Postcode: _____
- Daytime Telephone Number: _____
- Evening Telephone Number: _____
- Email Address: _____

Details of Complaint

Please provide details of your complaint, including relevant dates and any specific incidents:

Previous Actions Taken

What action, if any, have you already taken to try and resolve your complaint? (Please include whom you spoke to, and the response received.)





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Outcome Sought

Please specify the outcome you are seeking from this complaint:

Preferred Communication Method

Please select your preferred method of communication:

- Email
- Phone
- Letter

Supporting Documents

Are you attaching any additional paperwork or supporting evidence? If so, please provide details below:

Signature and Date

- **Signature:** _____
- **Date:** _____



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For Official Use Only

- **Date Acknowledgement Sent:** _____
- **Processed By:** _____
- **Complaint Referred to:** _____
- **Date Referred:** _____

Data Protection Notice Your personal information will be processed in accordance with the General Data Protection Regulation (GDPR). It will only be used for the purposes of handling your complaint and will be kept confidential. Please refer to our Privacy Policy for further details.

Escalation Note If you are not satisfied with the response to your complaint, you may escalate it to the next stage as outlined in our Complaints Procedure.



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APPENDIX B – STAGES IN COMPLAINTS PROCEDURE

