

# Manor Hall Academy Trust



## Complaints Policy

Responsibility for monitoring and reviewing this policy lies with the Central Trust Team and Directors. A review of this policy and recommendations for change should be presented to the Directors of the trust for verifications and consulted on with unions.

The Directors of the trust, in line with the Scheme of Delegation and Articles of Association have overall responsibility for the effective operation of MAT policies, but has delegated day to day responsibility to the Headteacher and LAB.

Directors will take account of recommendations from individual schools in review of this policy and seek HR advice as to such revisions.

Date	Version	Reason For Change	Overview of Changes Made	Source
11.12.20	1	Scheduled Review	Formal Complaints Stage Three – must inform CEO	Directors
Spring 21	1	Review cycle change	Change of review date	Directors
Autumn 22	2	Bring into line with Education Skills Funding Agency (ESFA) requirements	Whole policy review	ESFA
Autumn 23	3	Some updating to include areas around anonymous complaints. Some changes to ordering and formatting	Whole Policy Review	ESFA and feedback from a recent complaint – reformatting but no changes in the content

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## **1. Aims**

The Manor Hall Academy Trust's (MHAT) schools aims to meet its statutory obligations when responding to complaints from parents of pupils at the school, and others.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Treat complainants with respect and courtesy
- Ensure that both school, trust and LAB Members are treated respectfully and courteously
- Respect complainants desire for confidentiality
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into school and trust improvement evaluation processes
- Make any reasonable adjustments needed to accommodate individuals.
- Give the complainant the opportunity to complete the complaints procedure in full.
- Try to resolve complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed. See Section 6.

To support this, we will ensure we publicise the existence of this policy and make it available on our website, and on the websites of our schools.

## **2. Legislation and guidance**

This document meets the requirements set out in part 7 of the schedule to the Education (Independent School Standards) Regulations 2014, which states that we must have and make available a written procedure to deal with complaints from parents of pupils in our trust.

It is also based on guidance published by the Education and Skills Funding Agency (ESFA) on creating a complaints procedure that complies with the above regulations, and refers to good practice guidance on setting up complaints procedures from the Department for Education (DfE).

This policy complies with our funding agreement and articles of association.

### **3. Definitions and scope**

The DfE guidance explains the difference between a concern and a complaint:

A **concern** is defined as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”.

A **complaint** is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”.

The trust and its schools, intends to resolve complaints informally where possible, at the earliest possible stage. This means that some concerns and complaints can be resolved informally and without the need to use the formal stages of this complaints policy. We do take complaints seriously and will make every effort to resolve the matter as quickly as possible.

There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

The scope of this policy does **not** cover complaints procedures relating to:

- Admissions
- Statutory assessments of special educational needs (SEN)
- Safeguarding matters
- Exclusion
- Whistle-blowing
- Staff grievances
- Staff discipline

Please see our separate policies for procedures relating to these types of complaint. If you are unable to locate these policies online, please speak to the school.

Arrangements for handling complaints from parents of children with SENCo about a school’s support are within the scope of this policy. Each school SENCo policy and information report includes information about the rights of parents of pupils with disabilities who believe that our trust, or a school within our trust, has discriminated against their child.

Complaints about services provided by other providers who use trust premises or facilities should be directed to the provider concerned.

If you have difficulty discussing a concern or complaint with a particular member of staff, we will respect the view the concerned party or complainant. In these cases, we will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern or complaint, we will refer you to another staff member. The member of staff may be more senior but does not need to be. The ability to consider the concern or complaint objectively and impartially is more important.

Please note however that we will not accept rudeness or aggression to the member of staff that you may have difficulty discussing the concern. If this is experienced, this will be dealt with reference to section 5.10 of this policy.

## **4. Roles and responsibilities**

### **4.1 The complainant/person raising concerns**

You will receive a more effective and timely response to their complaint if they:

- Follow these procedures
- Explain the complaint in full as early as possible
- Co-operate with the school or trust throughout the process, and respond to deadlines and communication promptly
- Ask for assistance as needed
- Treat all those involved with respect
- Do not publish details about the complaint on social media
- With the details of the complaint provide resolution and desired outcomes to be considered (this enables the Trust school's to effectively and efficiently address the complaint).
- Advise of any reasonable adjustments, which may be required to assist them in this complaints process.

### **4.2 The investigator**

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
  - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved

- interviewing staff and children/young people and other people relevant to the complaint
- consideration of records and other relevant information
- analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.
- Ensuring that they complete a written report which details their investigations and any decisions made.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the head teacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.
- The head teacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

#### **4.3 Clerk to the Local Advisory Board and Trust Board or School Bursar / Business Manager**

The clerk will:

- Be the contact point for the complainant and the complaints committee,
- Ensure all parties have a copy of the complaints policy
- Set the date, time and venue of the meeting, ensure that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible.
- Collate all written material relevant to the complaint and sent 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 any decisions made.

#### **4.4 The complaints co-ordinator**



The complaints co-ordinator can be:

- The headteacher
- The designated complaints governor
- Clerk
- Any other staff member providing administrative support

The complaints co-ordinator will:

- Keep the complainant up to date at each stage of the procedure
- Make sure the process runs smoothly by liaising with staff members, the headteacher, chair of governors, clerk and chair of trustees.
- Be aware of issues relating to:
  - Sharing third party information
  - Additional support needed for complainants, for example interpretation support or where the complainant is a child or young person
- Keep records

#### **4.5 Committee chair**

The committee chair will:

- Chair the meeting, ensuring that everyone is treated with respect throughout. They should ensure that parties are put at ease.
- Make sure all parties see the relevant information, understand the purpose of the committee, and are allowed to present their case
- Confirm the remit of the meeting to the complainant/
- Allow both the complainant and the school to present their side of the case. Where needed, they should ensure that they seek clarity about the content of documents or the content of oral submissions.
- They ensure that matters are addressed and that they establish the key findings of fact.
- They make sure that they have assured themselves that no other member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure.
- They work with the clerk and any other persons in a constructive and professional way and to ensure that all appointments, records and other work has been completed.

- To co-ordinate with the Trust where there is a complaint against the Headteacher and the Information, Governance and Compliance Officer.

#### **4.6 Committee Members**

- Must ensure that they act in a way which is impartial and which is seen to be so
- Must ensure that they have not had any prior involvement in the complaint or in the circumstances surrounding it.
- Be a part of ensuring that make the meeting as stress free as possible and to reduce the risk of a complainant feeling intimidated.
- Ensure that the child's welfare is maintained.
- Ensure that they contribute to the meeting in an effective way.
- Be aware that their role is to establish the facts and make appropriate recommendations.

## **5. Principles for investigation**

### **5.1 General Principles**

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved?
- What the complainant feels would put things right

We intend to address complaints as quickly as possible; to achieve this, realistic and reasonable time limits will be set for each action within each stage. Where further investigations are necessary, new time limits will be set, and the complainant will be sent details of the new deadline with an explanation for the delay.

The Trust's schools expect that complaints will be made as soon as possible after an incident arises, and no later than 3 months afterwards. We will consider exceptions to this time frame in circumstances where there were reasonable grounds for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

If at any stage, we cannot meet the timescales we have set out in this policy, we will:

- Set new time limits with the complainant
- Send the complainant details of new deadline and explain the delay.

## **5.2 Complaints made outside of the school term**

When complaints are made out of term time, we will consider them to have been received on the first school day after the holiday period. This is because it is essential that we make all reasonable enquiries with all persons who may be involved in the complaint but who are absent from the school. This will ensure that the handling of the complaint is more efficient and fairer for all named parties.

## **5.3 How to raise a complaint**

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

For ease of use, a template complaint form has been devised to assist in the making of a complaint and a copy is appended to this policy as Appendix A. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

If you are sending information via post, you may wish to send this via recorded delivery and for email you may wish to add a delivery or read receipt.

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. We would however appreciate you could let us know as soon as you are able. We will ensure that any details are held securely and handled in a confidential way.

## **5.4 Records of concerns**

As a concern may turn into a complaint, it is important that records are kept of any correspondence or documentation exchanged so that it can be referred to in the event of a complaint. This information should be held securely and confidentially.

## **5.5 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 Manor Hall Academy Trust or its individual academies 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.

## **5.6 Anonymous complaints**

We will not normally investigate an anonymous complaint. However, the head teacher or Chair of LAB, if appropriate, will determine whether the complaint warrants an investigation.

## **5.7 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 of 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
- a written/verbal apology.

### **5.8 Withdrawal of a complaint**

A complainant, or a person who wishes to raise a concern, can withdraw their complaint at any time. However, we would ask that this is completed in writing. If a request is made initially by phone, or in another way which is verbal, we will ask you to confirm in writing. We will however record that you have made the request verbally. Should you not confirm in writing within five working days, we will use all contact methods to contact you. Should you then not respond within five working days we will consider that the matter is closed.

### **5.9 Complaints Log, Record Keeping and Confidentiality**

All schools and the Trust will maintain a complaints log, which will detail items such as:

- When the complaint was received and logged
- When it was acknowledged
- The people who will responsible for the handling of the complaint.
- When the complaint was responded to
- Whether it was resolved at stage 1, 2 or 3.
- What lessons were learnt.

This will enable us to learn in a proactive way by changing policies and procedures (if required), providing additional training and responding to the matter in an alternative way, if required. It will also ensure that if there is a query in the future, we can respond to it in an evidenced way.

The records will also include copies of letters and emails, and notes related to meetings and phone calls.

This material will be treated as confidential and stored securely in the school office, and will be viewed only by those involved in investigating the complaint or on the review panel.

This is except where the Secretary of State (or someone acting on their behalf) or the complainant requests access to records of a complaint through a Freedom of Information (FOI) request or under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

Records of complaints will be kept for six years from the date of the resolution of the complaint. The information will then be disposed of securely.

The details of the complaint, including the names of individuals involved, will not be shared with the whole LAB of the school (or the entire trust board) in case a review panel needs to be organised at a later point.

Where the LAB is aware of the substance of the complaint before the review panel stage, the school will (where reasonably practicable) arrange for an independent panel to hear the complaint.

Complainants also have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The decision to approve this request is made by the LAB, who will not unreasonably withhold consent.

### **5.10 Persistent, unreasonable and vexatious complaints**

Where a complainant tries to re-open the issue with the school or trust after the complaint's procedure has been fully exhausted and the school or trust has done everything it reasonably can in response to the complaint, the chair of the LAB or the chair of the board of directors will inform the complainant that the matter is closed.

The Trust does not expect its staff, Members of the Board or LAB to tolerate behaviour by complainants which is unacceptable, for example, which is abusive, offensive or threatening, and they will take action to protect staff, Members of the Board or LAB from any such behaviour if it occurs.

For more information, please refer to the MHAT *Managing Persistent, Unreasonable and Vexatious Complaints policy*, which can be provided via your school office.

### **5.11 Social Media**

Manor Hall Academy Trust is aware and accepts the complaints and persons who are raising concerns may have access to social media platforms such as Facebook, X (formerly Twitter) and Instagram. However, we would ask that you do not post items relating to your complaint or mention persons who are employed or act as volunteers or contractors. If your behaviour is deemed to be unreasonable or which threatens the safety and welfare than we will look at an appropriate sanction, which could include restricting the ways that you can communicate with us or involving outside agencies such as the police.

### **5.12 Learning lessons**

The LAB will review any underlying issues raised by complaints with the appropriate staff member, where appropriate, and respecting confidentiality, to determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

The CEO will receive regular reports on the types of complaints received in each school in order to support the development of appropriate support structures, and to inform improvements to procedures or practice.

## 6. Summary of complaints procedure

We have adopted a 3-stage process for dealing with complaints:

Stage 1 – informal resolution

Stage 2 – formal investigation

Stage 3 – LAB panel hearing

Please note that there is an additional stage in which Manor Hall Academy Trust will review the handling of the complaint but it will not review the content of the complaint. Please see section 6.4 for further details.

### **6.1 Stage 1: informal resolution**

The Trust's schools will take informal concerns seriously and make every effort to resolve that matter quickly. It may be the case that provision or clarification of information will resolve the issue.

The complainant should raise the complaint as soon as possible with the relevant member of school staff or the head teacher, either in person or by letter, telephone or email. If the complainant is unclear who to contact or how to contact them, they should contact their school office;

- Adelaide Heath Academy – [admin@adelaideheathacademy.net](mailto:admin@adelaideheathacademy.net)
- Adelaide School – [admin@adelaide.cheshire.sch.uk](mailto:admin@adelaide.cheshire.sch.uk)
- Bailey Street Alternative Provision Academy – [office@baileystreet.manorhall.academy](mailto:office@baileystreet.manorhall.academy)
- Castlewood School – [office@castlewoodschool.co.uk](mailto:office@castlewoodschool.co.uk)
- Chaselea Alternative Provision Academy - [office@capa.manorhall.academy](mailto:office@capa.manorhall.academy)
- Cicely Houghton School - [office@cicely.manorhall.academy](mailto:office@cicely.manorhall.academy)
- Finch Woods Academy – [finchwoodsacademy@knowsley.gov.uk](mailto:finchwoodsacademy@knowsley.gov.uk)
- Loxley Hall School – [office@loxley.manorhall.academy](mailto:office@loxley.manorhall.academy)
- Merryfields School – [office@merryfields.staffs.sch.uk](mailto:office@merryfields.staffs.sch.uk)

- Oakfield Lodge – [admin@oakfieldlodge.cheshire.sch.uk](mailto:admin@oakfieldlodge.cheshire.sch.uk)
- Rocklands – [office@rocklands.manorhall.academy](mailto:office@rocklands.manorhall.academy)
- Springfield School – [office@sringfield.staffs.sch.uk](mailto:office@sringfield.staffs.sch.uk)
- Shenstone Lodge and The Brades – [headteacher@shenstonelodge.co.uk](mailto:headteacher@shenstonelodge.co.uk)
- The Meadows – [office@themedowns.manorhall.academy](mailto:office@themedowns.manorhall.academy)
- Central Offices – [office@manorhall.academy](mailto:office@manorhall.academy)

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure.

Complaints against school staff (except the headteacher) should be made in the first instance, to the Headteacher via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the headteacher should be addressed to the Chair of the Local Advisory Board via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the Trust's CEO via the central office. Please mark them as Private and Confidential.

The school will acknowledge informal complaints within **five working days**, and provide a response within **thirty working days** or as soon as reasonably practicable during school holidays.

The informal stage may involve:

- A meeting between the complainant and the head teacher or subject of the complaint
- Provision of additional information or clarification
- Amendments to provision or practice
- Provision of additional support or guidance
- Mediation

- Conflict resolution

If the complaint is not resolved informally, it will be escalated to a formal complaint. For record keeping purposes, it is preferable that any escalations are made in writing.

## 6.2 Stage 2: formal investigation

If the complainant is not happy with the response to stage 1, they should put their complaint into writing within **30 working days**. This letter should provide details including:

- Relevant dates and times
- The names of witnesses of events
- What the complainant feels would resolve the complaint

The letter should be submitted alongside copies of any relevant documents.

For ease of use, a template complaint form has been devised to assist in the making of a complaint and a copy is appended to this policy as Appendix A.

The complainant will receive written acknowledgement of their complaint within **five working days**, unless the complaint is received in the school holidays for details of when you would receive an acknowledgement.

### 6.2a Formal Stage 2 Investigation

The investigating officer (appointed by the Headteacher or chair of the LAB) will then conduct their own investigation. The investigation may include:

- Reviews of relevant documents
- Interviews with pupils, parents, staff and other involved parties

The written conclusion of this investigation will be sent to the complainant within **30 working days**. If there is any occasion where we are not able to complete the investigation within this timescale, we will inform you in writing along with the revised timescale.

## 6.3 Stage 3: Local Advisory Board panel hearing

Complaints will be escalated to the panel hearing stage if the complainant is not satisfied with the response to the complaint at the second, formal, stage. This should be completed **within 30 working days** from receiving the conclusion of stage 2 and be sent to the investigation officer. The investigation officer will then refer to the Local Advisory Board.



The trusts delegates responsibility to the Local Advisory Board to select the panel which must consist of 3 people who were not directly involved in the matters detailed in the complaint. At least 1 panel member must be independent of the management and running of the school, such as a LAB member from another school.

The panel cannot be made up solely of Local Advisory Board members, as they are not independent of the management and running of the school.

The panel will have access to the existing record of the complaint's progress (see section 5.9) below). The LAB is responsible for ensuring that the panel is properly minuted.

The complainant must be notified of the date, time and location of the review panel at **least five working days in advance**. However, the review panel reserves the right to convene at their convenience rather than that of the complainant.

At the review panel hearing, the complainant and representatives from the school, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.

The complainant is allowed to attend the panel hearing and be accompanied if they wish.

At the hearing, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called, as appropriate, to present their evidence.

The panel, the complainant and the school representative(s) will be given the chance to ask and reply to questions. Once the complainant and school representative(s) have presented their cases, they will be asked to leave and evidence will then be considered.

The panel must then put together its findings and recommendations from the case. The panel will also provide a copy of the findings and recommendations to the complainant and, where relevant, the individual who is the subject of the complaint, and make a copy available for inspection by the trust and Headteacher.

The panel will inform those involved of the decision in writing **within thirty working days**.

#### **6.4 Review by the trust board**

Where the school-based complaints procedure has been completed, and the complainant does not feel their complaint has been addressed to their satisfaction, they may contact the trust in writing to request a review of the complaint investigation. This must be sent within **30 working days** of the complaint response.

The trust will only investigate complaints where:

- The school did not comply with the complaint's procedure
- The school or trust's complaints procedure does not comply with statutory requirements
- The school has failed to comply with a duty imposed under its funding agreement

The trust cannot overturn decisions on complaints made during the school's complaints procedure. However, it can assess whether the school considered the complaint appropriately. An acknowledgement will be sent within five working days

If it is found that the school did not address a complaint appropriately, or that statutory requirements were not met, the trust will require the complaint to be reconsidered within **thirty working days**. This also applies where adjustments must be made to the complaints procedure to bring it in line with statutory requirements.

#### **6.4a Trust Investigation**

Where a complaint is raised with the trust, the trust's investigating officer will acknowledge the complaint in writing **within five working days**.

The school will be asked to provide the following within ten working days:

- A copy of its complaints procedures that has been used
- Details of other relevant policies and procedures
- An explanation of how each stage of the complaint's procedure has been followed
- A response to the complaint, including relevant documents and correspondence

The investigating officer will provide a written response to the complaint **within thirty working days**.

## **7. Complaints about the trust or central staff**

We use a 3-step process for addressing complaints made about the trust as a whole, or against central staff:

Stage 1 – informal resolution

Stage 2 – formal investigation

Stage 3 – trust board panel hearing

Complainants should raise any concerns as soon as possible with the relevant member of the trust's central team, or the Chief Executive Officer. Please mark as private and confidential.

If the complaint is about the CEO, the complainant should contact the chair of the board of directors. Please mark as private and confidential

If the complainant is unsure who to contact, or need to contact the chair of the board of directors, they should contact the trust office:

**Email: [office@manorhall.academy](mailto:office@manorhall.academy)**

### **7.1 Stage 1: Informal resolution**

We make every effort to address any concerns or complaints early through informal measures.

### **7.2 Stage 2: Formal investigation**

If the complaint is not resolved satisfactorily at the informal stage, the complainant must submit a formal complaint in writing.

The complainant will receive written acknowledgement of their complaint within **five working days**. Should the complaint be received in the school holidays it will be acknowledged on the first day back in line with section 5.1 of the policy.

The investigating officer will then conduct an investigation, providing a written response to the complainant within **thirty working days**.

### **7.3 Step 3: Trust board panel hearing**

Complaints will be escalated to the panel hearing stage if the complainant is not satisfied with the response to the complaint at the second, formal, stage.

A panel will be appointed by the trust, and will consist of 3 members of the board not involved in investigating the complaint in the formal stage.

The complainant must be notified of the date, time, and location of the review panel at least **five working days in advance**. However, the review panel reserves the right to convene at their convenience rather than that of the complainant.

The complainant and representatives from the trust, as appropriate, will be present at the panel hearing. Each will have an opportunity to set out written or oral submissions prior to the meeting.

The complainant must be allowed to attend the panel hearing and be accompanied if they wish.

The board will ensure that the hearing is properly minuted.

At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called, as appropriate, to present their evidence.

The panel, the complainant and the trust representative(s) will be given the chance to ask and reply to questions. Once the complainant and trust representative(s) have presented their cases, they will be asked to leave and evidence will then be considered.

The panel must then put together its findings and recommendations from the case. The panel will also provide a copy of the findings and recommendations to the complainant and, where relevant, the individual who is the subject of the complaint, and make a copy available for inspection by the trust.

The panel will inform those involved of the decision in writing within **thirty working days**.

## 8. Referring complaints on completion of the school and trust procedures

If the complainant is unsatisfied with the outcome of the school or trust complaints procedure, they can refer their complaint to the ESFA. The ESFA will check whether the complaint has been dealt with properly. The ESFA will not overturn the school or trust's decision about a complaint. However, it will look into:

- > Whether there was undue delay, or the school or trust did not comply with its own complaint's procedure
- > Whether the trust was in breach of its funding agreement with the secretary of state
- > Whether the trust has failed to comply with any other legal obligation
- > Failed to act in line with its duties under education law and statutory policies
- > Whether they have complied with Part 7 of the Education (Independent School Standards) Regulations 2014
- > Acted (or is planning to act) unreasonably when exercising its functions

If the complaint was not dealt with properly, the school or trust will be asked to re-investigate the complaint. If the complaints procedure is found not to meet regulations, the trust will be asked to correct its procedure accordingly.

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

Academy Complaints and Customer Insight Unit

Education and Skills Funding Agency

Cheylesmore House

5 Quinton Road

Coventry

CV1 2WT

## 9. Links with other policies

Policies dealing with other forms of complaints include:

- Managing persistent, unreasonable and vexatious complaints policy
- Child protection and safeguarding policy and procedures
- Admissions policy
- Suspension and Exclusion policy
- Staff grievance procedures
- Staff disciplinary procedures
- SEN policy and information report
- Privacy Notices
- Data Retention Policy

## Appendix 1: Complaints Form Template

Please complete this form and return it to <insert name and address here>. This form will then be forwarded to the Chair of the Local Advisory Board.

<b>Name</b>	
<b>Full Address</b>	
<b>Telephone number</b>	
<b>Email address</b>	
<b>Name of Pupil at the school</b>	
<b>Your relationship to the pupil</b>	
<b>Are there any accessibility requirements we need to be aware of when dealing with this complaint?</b>	
<b>Have you raised this matter previously?</b>	
<b>Details of the Complaint</b> Please include date or period of time to which to which your complaint relates and confirm whether you have	

<p>already expressed your concerns informally, and to whom and when.</p>	
<p><b>Please outline your desired outcome?</b> Please specify what action you feel might resolve this problem at this stage</p>	

<b>Supporting Documents</b> If you wish to attach paperwork, please specify what documents you are including	
<b>Signature</b>	
<b>Date</b>	



