



# Complaints Policy

**October 2025**

**Lauren Lang Governance Lead Trust**

<b>Policy Title</b>	Complaints Policy
<b>Policy Created</b>	October 2025
<b>Policy Version No.</b>	V6
<b>Author / Owner</b>	Lauren Lang Governance Lead
<b>Approved By</b>	Trust Board
<b>Review Frequency</b>	Bi-annually
<b>Next Review Date</b>	December 2027
<b>Last Updated</b>	24/11/2025
<b>Change Summary</b>	Brought onto new template, Serial or Persistent Complaints, Appendix A, Appendix B

## CONTENTS

Who can make a complaint? .....	3
The difference between a concern and a complaint.....	3
How to raise a concern or make a complaint .....	3
Anonymous complaints .....	4
Time Scales .....	4
Complaints received outside of term time .....	4
Scope of this complaint's procedure .....	4
Resolving complaints .....	5
Withdrawal of a complaint .....	5
Serial or Persistent Complaints.....	5
Stage 1 – Informal complaints .....	6
Stage 2 – Formal complaints .....	7
Stage 3 – Panel Hearing .....	8
Complaints escalated to / about the Trust, CEO or Trustee .....	9
Next steps .....	12
Roles and Responsibilities .....	12
The complaints co-ordinator should: .....	13
Governance Professional to the governing body / Trust Board .....	13
Committee Chair.....	13
Committee member .....	14

## 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 Romero Catholic Academy 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.

## 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. Romero Catholic Academy takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, Mrs Lauren Lang, Trust Governance Professional ([complaints@romerocat.com](mailto:complaints@romerocat.com)), will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, Mrs Lauren Lang 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.

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

## HOW TO RAISE A CONCERN OR MAKE A COMPLAINT

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

Complaints against school staff (except the head teacher) should be made in the first instance, to the Headteacher via [complaints@romerocat.com](mailto:complaints@romerocat.com). Please mark them as Private and Confidential.

Complaints that involve or are about the head teacher should be addressed to the Chair of Governors, via [complaints@romerocat.com](mailto:complaints@romerocat.com) or by post to: Romero Catholic Academy Trust, Group First House, Suite 204, Meadoway, Shuttleworth Mead, Padiham, BB12 7NG. 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 Mrs Lauren Lang, Trust Governance Professional via [complaints@romerocat.com](mailto:complaints@romerocat.com) or by post to: Romero Catholic Academy Trust, Group First House, Suite 204, Meadoway, Shuttleworth Mead, Padiham, BB12 7NG. Please mark them as Private and Confidential.

Complaints about the Chief Executive Officer (CEO) or a trustee of the Trust, should be addressed to Chair of Trustees, via [complaints@romerocat.com](mailto:complaints@romerocat.com) or by post to: Romero Catholic Academy Trust, Group First House, Suite 204, Meadoway, Shuttleworth Mead, Padiham, BB12 7NG. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the school office. 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.

## ANONYMOUS COMPLAINTS

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

## TIME SCALES

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 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. This includes complaints that are submitted after the end of the school day on the last day or half-term/term.

Formal complaints from families who have left the school community will no longer be eligible for consideration after twelve months have lapsed following the end of the summer term in the year of their departure, unless these concerns relate to potential criminal behaviour.

## SCOPE OF THIS COMPLAINT'S PROCEDURE

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

Exceptions	Who to contact
<ul style="list-style-type: none"><li><b>Admissions to schools</b></li></ul>	Concerns about admissions should be handled through a separate process – either through the appeals process or via the local authority.
<ul style="list-style-type: none"><li><b>Matters likely to require a Child Protection Investigation</b></li></ul>	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 relevant local authority designated officer (LADO) who has local responsibility for safeguarding Lancashire - <a href="mailto:LADO.Admin@lancashire.gov.uk">LADO.Admin@lancashire.gov.uk</a> Calderdale – <a href="mailto:ladoadmin@calderdale.gov.uk">ladoadmin@calderdale.gov.uk</a> Blackburn with Darwen - <a href="#">Local Authority Designated Officer (LADO)</a>   Blackburn with Darwen Borough Council
<ul style="list-style-type: none"><li><b>Exclusion of children from school*</b></li></ul>	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> . <i>*Complaints about the application of the behaviour policy can be made through the school's complaints procedure.</i>
<ul style="list-style-type: none"><li><b>Whistleblowing</b></li></ul>	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors (Romero Catholic Academy Trust -

	<p>Policies).</p> <p>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>.</p> <p>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.</p>
• <b>Staff grievances</b>	Complaints from staff will be dealt with under the school's internal grievance procedures.
• <b>Staff conduct</b>	<p>Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.</p> <p>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.</p>

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 against Romero Catholic Academy in relation to their complaint, we will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

## RESOLVING COMPLAINTS

At each stage in the procedure, Romero Catholic Academy wants 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
- an apology

## WITHDRAWAL OF A COMPLAINT

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

## SERIAL OR PERSISTENT COMPLAINTS

There will be occasions when, despite all stages of the complaint's procedure having been followed, the complainant remains dissatisfied. If the complainant attempts to reopen the same issue, the academy will inform them in writing that the procedure has been completed and that the matter is now closed. If the

complainant then contacts the academy or Trust again about the same issue, or an issue that substantially arises from or is connected to a matter previously raised, and the academy believes it has already responded as fully as possible, the contact may be regarded as serial or persistent. In such cases, the academy or Trust is under no obligation to provide further responses.

However, where a complainant raises an entirely new and separate complaint, this must be considered under the complaints policy in the usual way.

## Definitions

### **Unreasonably Persistent Complainant**

For the purpose of this section, an unreasonably persistent complainant is someone who repeatedly raises the same issues—either formally or informally—or frequently raises matters they believe fall within the academy's remit, and whose behaviour is unreasonable. This may include:

- obsessive, persistent, harassing, prolific, or repetitious actions;
- excessive correspondence, emails, or telephone calls relating to a concern or complaint;
- an insistence on pursuing unmeritorious complaints or seeking unrealistic or unreasonable outcomes;
- **an insistence on pursuing a legitimate complaint in an unreasonable manner.**

### **Harassment**

For the purposes of this section, harassment is defined as the unreasonable pursuit of the behaviours listed above in such a way that they:

- are targeted over a significant period at one or more members of staff; and/or
- cause ongoing distress to individual staff members; and/or
- have a significant adverse effect on the wider academy community; and/or
- are pursued aggressively.

### **Deciding Whether a Complainant Is Unreasonably Persistent**

The Headteacher, with the agreement of the Chair of the Local Governing Body, may decide that a complainant is an unreasonably persistent complainant. The Headteacher must ensure that sufficient evidence is available to justify this decision.

### **Action to Be Taken**

Where a complainant is deemed unreasonably persistent, the Headteacher will write to the individual explaining the decision and outlining how future contact will be managed. Any restrictions imposed will be reasonable, appropriate, and proportionate. Depending on the circumstances, actions may include:

- requiring that no member of staff meets the complainant alone;
- restricting telephone contact to specific days and times;
- requiring that all future communication with the academy is in writing (except in emergencies), including communication addressed to members of the LGB, who must be contacted via the academy's address;
- acknowledging correspondence that raises issues already addressed, without entering into further discussion;
- banning the complainant from the academy premises where their behaviour causes nuisance or disturbance, with all appointments to be arranged in writing through the Headteacher.

All correspondence will continue to be reviewed, and any new and substantive matters raised will be addressed and responded to. New complaints from individuals previously deemed unreasonably persistent will be considered on their merits.

## STAGE 1 – INFORMAL COMPLAINTS

It is to be hoped that most concerns can be expressed and resolved on an informal basis. Concerns should be raised with either the class teacher, year head / subject head or head teacher.

The Trust expects that before seeking to use formal procedures, the complainant:

- will have raised the issue with the relevant staff member within the school; and
- will have made reasonable attempts to seek an informal resolution.

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 3 of the procedure.

At the conclusion of their investigation, the appropriate person investigating the complaint will provide an informal written response within 20 school days of the date of receipt of the complaint.

If the issue remains unresolved, the next step is to make a formal complaint.

## STAGE 2 – FORMAL COMPLAINTS

Formal complaints must be made to the head teacher (unless they are about the head teacher), via [complaints@romerocat.com](mailto:complaints@romerocat.com), by post to: Romero Catholic Academy Trust, Group First House, Suite 204, Meadoway, Shuttleworth Mead, Padiham, BB12 7NG (preferably on the Complaint Form) or by telephoning the school.

The Governance Professional will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

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

*Note: The head teacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.*

During the investigation, the head teacher (or 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.

At the conclusion of their investigation, the head teacher will provide a formal written response within 20 school days of the date of receipt of the complaint.

If the head teacher 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 Romero Catholic Academy will take to resolve the complaint.

The head teacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

If the complaint is about the head teacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 2.

Complaints about the head teacher or member of the governing body must be made to the Governance Professional, via [complaints@romerocat.com](mailto:complaints@romerocat.com) or by post to: Romero Catholic Academy Trust, Group First House, Suite 204, Meadoway, Shuttleworth Mead, Padiham, BB12 7NG.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 2 will be escalated to the CEO of the trust

### STAGE 3 – PANEL HEARING

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3 – a panel hearing consisting of at least three people who were not directly involved in the matters detailed in the complaint with one panel member who is independent of the management and running of the school. This is the final stage of the complaint's procedure.

A request to escalate to Stage 3 must be made to the Governance Professional, via [complaints@romerocat.com](mailto:complaints@romerocat.com) or by post to: Romero Catholic Academy Trust, Group First House, Suite 204, Meadoway, Shuttleworth Mead, Padiham, BB12 7NG., within 20 school days of receipt of the Stage 2 response. The Governance Professional will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

If the complainant rejects the offer of three proposed dates, without good reason, the Governance Professional will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 3 will be heard by the trustees and an independent panel member.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

*Note: Complaints about staff conduct will not generally be handled under this complaint's procedure. Complainants will be advised that any staff conduct complaints will be considered under (Human Resources) staff disciplinary procedures, if appropriate, but outcomes will not be shared with them. Representatives from the media are not permitted to attend.*

At least 5 school days before the meeting, the Governance Professional will:

- confirm and notify the complainant 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
- request copies of any further written material to be submitted to the committee at least 10 school days before the meeting.

Any written material will be circulated to all parties at least 5 school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

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

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee 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 Committee will provide the complainant and Romero Catholic Academy with a full explanation of their decision and the reason(s) for it, in writing, within 5 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 Romero Catholic Academy.

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 Romero Catholic Academy will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor and the head teacher.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, along with what actions have been taken, regardless of the decision.

All 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 requests access to them.

#### COMPLAINTS ESCALATED TO / ABOUT THE TRUST, CEO OR TRUSTEE

If a complaint is escalated to Romero Catholic Academy Trust "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 the appropriate stage of this Complaints Policy and will confirm the date for providing a response to the complainant.

Following the investigation, the CEO will write to the complainant confirming the outcome within 20 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 Governance Professional to the Trust Board asking for the complaint to be heard before a Complaint Panel, within 20 school days.

The Governance Professional will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Governance Professional will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 15 school days of receipt of the Stage 2 request. If this is not possible, the Governance Professional will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Governance Professional will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

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.

The Complaint Panel will consist of three members. None of the three members of the Complaint Panel will have been involved in the incidents or events which led to the complaint or have been involved in dealing with the complaint in the previous stages, or have any detailed prior knowledge of the complaint.

One of the Complaint Panel members will be independent of the management and running of the Academy Trust. This means that the independent Complaint Panel member will not be a Trustee or an employee of the Trust.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend. The complainant must advise the Governance Professional if they intend to be accompanied to the panel and who they will be accompanied by. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a trust employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

*Note: Complaints about staff conduct will not generally be handled under this complaint's procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.*

Representatives from the media are not permitted to attend.

At least 5 school days before the meeting, the Governance Professional will:

- confirm and notify the complainant 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
- request copies of any further written material to be submitted to the committee at least 10 school days before the meeting.

Any written material will be circulated to all parties at least 5 school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

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

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee 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 Committee will provide the complainant and Romero Catholic Academy Trust with a full explanation of their decision and the reason(s) for it, in writing, within 5 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 Romero Catholic Academy Trust.

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 Romero Catholic Academy Trust will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor and the head teacher.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, along with what actions have been taken, regardless of the decision.

All 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 requests access to them.

## 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 DfE after they have completed Stage 3.

The DfE will not normally reinvestigate the substance of complaints or overturn any decisions made by Romero Catholic Academy. They will consider whether the school has 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 DfE online at:

<https://form.education.gov.uk/service/Contact the Department for Education> by or by writing to:

Department for Education  
School complaints compliance unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

## 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 solution 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 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.
- 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.

### COMPLAINTS CO-ORDINATOR

(this could be the head teacher or CEO / designated complaints governor or trustee or other staff member providing administrative support)

The complaints co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, head teacher, CEO, Chair of Governors, Chair of Trust or the Governance Professional and to ensure the smooth running of the complaint's procedure
- be aware of issues regarding:
  - sharing third party information
  - additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- Keep records.

### GOVERNANCE PROFESSIONAL TO THE GOVERNING BODY / TRUST BOARD

The Governance Professional is the contact point for the complainant and the committee 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 (for example: stage 1 paperwork, school and complainant submissions) 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 committee's decision

### COMMITTEE CHAIR

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that: both parties are asked (via the Governance Professional) to provide any additional information relating to the complaint by a specified date in advance of the meeting

- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.

If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting

- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Governance Professional (and complaints co-ordinator, if the school has one).

## COMMITTEE MEMBER

Committee 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 committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- 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.

- many complainants will feel nervous and inhibited in a formal setting. Parents/carers often feel emotional when discussing an issue that affects their child.
- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting.

Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.

The committee 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 committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.

However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.

- the welfare of the child/young person is paramount.

## COMPLAINT FORM

Please complete and return to Trust Governance Professional who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name (if relevant):

Your relationship to the pupil (if relevant):

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Email address:

Please give details of your complaint, including whether you have spoken to anybody at the school about it.

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

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

Signature:

Date:

## Appendix A

# COMPLAINTS AGAINST AN ACADEMY, THE TRUST CENTRAL TEAM OR TRUST BOARD

Complaints made against the Trust Central Team or Trust Board follow the same principles and stages of the procedure form complaints against academies. The differences are the persons who investigate or hear the complaint.

In reading the above policy and procedure the following should be applied:

Complaints Against an Academy	
Complaint Against	Investigated/Decided By
<b>Class Teacher or other member of staff</b>	Their line manager: • Primary – normally the Headteacher, or Deputy Head • Secondary – Faculty or Department Head, Deputy Head or Headteacher
<b>Headteacher</b>	Chair of the Local Governing Body
<b>A Governor</b>	Chair of the Trust Board/CEO
<b>Chair of Local Governing Body</b>	Chair of the Trust Board/CEO
<b>The whole Local Governing Body</b>	Chair of the Trust Board/CEO

Complaints Against the Central Team	
Complaint Against	Investigated/Decided By
<b>Member of staff</b>	Their Line Manager
<b>Chief People Officer</b>	Chief Executive Officer
<b>Chief Education Officer</b>	Chief Executive Officer
<b>Chief Finance Officer</b>	Chief Executive Officer
<b>Chief Executive Officer</b>	Chair of the Trust Board

Complaints Against the Trust Board	
Complaint Against	Investigated/Decided By
<b>A Director</b>	Chair of the Trust Board
<b>A Committee Chair</b>	Chair of the Trust Board
<b>The Chair of the Trust Board</b>	Clerk to the Trust Board liaises with Diocesan Director of Education
<b>The whole Trust Board</b>	Clerk to the Trust Board liaises with Diocesan Director of Education
<b>A Member of the Trust Board</b>	Clerk to the Trust Board liaises with Diocesan Director of Education

## Appendix B

# COMPLAINTS PROCEDURE FLOW CHART

## STAGE 1 (INFORMAL)

Most concerns should be dealt with informally by talking to the class teacher, year/subject lead, or head teacher. People should try to resolve the issue with school staff before making a formal complaint. Concerns should not be taken to individual governors, as they cannot act alone. The person looking into the concern will give a written response within 20 school days. If the issue is still not resolved, a formal complaint can then be made.



## STAGE 2 (FORMAL)

Formal complaints should be sent to the head teacher (unless the complaint is about them) by email, post, phone, or by using the Complaint Form. The Governance Professional will record when the complaint is received and will acknowledge it within 5 school days. They will clarify what the complaint is about, what is still unresolved, and what outcome is wanted. The head teacher may meet with the complainant if helpful.

The head teacher may ask another senior leader to investigate, but the head teacher will make the final decision. During the investigation, they may speak to anyone involved and will keep written records.

A formal written response will be sent within 20 school days, or the complainant will be given an update if more time is needed. The response will explain the investigation, the decision, and any actions the Trust will take. The complainant will also be told how to move to the next stage if they are not satisfied.

If the complaint is about the head teacher or a governor, a suitably trained governor will handle Stage 2. These complaints must be sent to the Governance Professional.

If the complaint is about both the Chair and Vice Chair, the whole governing body, or the majority of the governing body, Stage 2 will be handled by the CEO of the Trust.



## STAGE 3 (COMPLAINTS PANEL HEARING)

If the complainant is not satisfied with the outcome of the previous stage, the complainant should write to the Governance Professional to the Trust Board asking for the complaint to be heard before a Complaint Panel, within 20 school days, and will be acknowledged within 5 school days. A hearing is usually arranged within 15 school days.

The panel will review the complaint, consider the evidence, and decide whether to uphold or dismiss it. Their written decision will be sent within 5 school days. If the complaint is about the governing body, the hearing will be carried out by trustees and an independent member.

If the complaint is about the Trust, CEO or Trustees, it will be investigated by the appropriate Trust leader, and can also progress to a Trust-level panel if the complainant remains unhappy.

After Stage 3, if the complainant believes the procedure was not followed correctly, they may take the matter to the Education and Skills Funding Agency (ESFA).