

Stages of The Complaints Procedure

INFORMAL

<p>Stage One Informal</p> <p>Expression of concern made to the school</p>	<p>If a parent/carer is concerned about anything to do with the education being provided at a Trust school they should, in the first instance, discuss the matter with the member of staff concerned. In our experience most matters of concern can be resolved positively in this way. All staff work very hard to ensure that each child is happy at school and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress. Most issues can be resolved quickly. Members of the school's Senior Leadership Team may be involved at this stage without the need for a formal complaint.</p> <p>Receipt of the complaint will be acknowledged within 5 school days and a response will be provided within 10 school days of the complaint being raised.</p>
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FORMAL

<p>Stage Two Complaint</p> <p>Complaint raised formally in writing to the Headteacher/Head of School/Manager</p>	<p>A formal complaint should be made in writing by completing the Complaint Form (Appendix 2) for the attention of the Headteacher/Head of School/Manager via the office. Receipt will be acknowledged within 5 school days. The Headteacher/Head of School/Manager reserves the right to allocate the investigation to another member of the Senior Leadership Team where deemed appropriate. An appointment will be made to meet within 7 school days.</p> <p>All complaints are taken seriously and most complaints are normally resolved at this stage. The outcome of the investigation will be communicated within 15 school days. This will be in the form of a written response, with full explanation of the decision and the reason for it, as well as any action taken. If the complaint is about the Headteacher/Head of School/Manager the matter should be referred to the Executive Headteacher via the Trust Governance Officer at the Trust Office*.</p>
<p>Stage Three Complaint Executive Headteacher</p> <p>Complaints very rarely reach this formal level but should you need to, you may make a formal complaint via the Trust Governance Officer to the Executive Headteacher</p>	<p>If the complaint is not resolved following the response from the Headteacher/Head of School/Manager then the complaint should be made in writing within 10 school days of the decision at Stage 2 for the attention of the Executive Headteacher via the Trust Governance Officer at the Trust Office. Receipt will be acknowledged within 5 school days. The Executive</p>

	<p>Headteacher reserves the right to appoint a member of the Trust's Senior Executive Team to investigate the complaint at this stage. The outcome of the investigation will be communicated within 15 school days with a full explanation of the decision and the reason for it as well as any action taken.</p>
<p>Stage Four Final Complaints Stage Appeal Hearing of the Trust Complaints Panel</p> <p>Complaints at this stage should be made via the Trust Governance Officer for the attention of the Chief Executive Officer</p>	<p>Complaints at this stage should be written and received by the Chief Executive Officer (CEO) within 10 school days of the decision at Stage 3. The complaint should be addressed to the CEO via the Trust Governance Officer at the Trust Office and should set out why you remain unhappy and what you wish to see happen. This will be acknowledged within 5 school days. A Complaints Panel, of at least three people, will be convened within 20 school days. None of the members of the Complaints Panel will have been directly involved in any previous consideration of the complaint. One of the members of the Complaints Panel will be independent of the management and running of the Trust.</p>