

## Summary of the ONE Trust Concerns/Complaints Policy

For further information, please see the full Concerns/Complaints Policy on the Trust/school website.

Each academy within the ONE Trust aims to work in partnership with parents and the community and maintain open and positive relationships. If you have a concern or complaint, please speak to someone straight away. Careful consideration will be given to all concerns and complaints and they will be dealt with as quickly as possible. We aim to resolve any concern or complaint through dialogue and mutual understanding and will ensure sufficient opportunity is given for any concern or complaint to be fully discussed, and resolved. In all circumstances we will work to get back to a collaborative relationship with the parent/carer as soon as possible.

At each stage of the concerns/complaints procedure, the ONE Trust is committed to resolving the concern/complaint. Where appropriate, the Trust will acknowledge that the concern/complaint is upheld in whole or in part, and may offer one of the following:

- An explanation
- An admission that the situation could have been handled better
- An assurance that the Trust will try and ensure the incident will not occur again
- An outline 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 changes will be made
- An undertaking to review Trust policies in light of the complaint
- An apology

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

- Easily accessible and publicised on its website and the websites of the schools.
- 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 Senior Leadership Teams of all individual schools within the trust.
- Fairly investigated, by an independent person where necessary.
- Used to address all issues to provide appropriate and effective responses where necessary.

The concerns/complaints procedure follows a three-stage process:

- **Informal** – On many occasions, concerns can be resolved through the appropriate member of staff (often the class teacher). If the person first

contacted cannot deal with the concern immediately or is not the most appropriate person to deal with it, they will refer the matter to the appropriate member of the Senior Leadership Team available at the time. If you are unsure who to speak to, please contact the School Office. At this stage of the process it is helpful to know what actions you feel will help to resolve the problem.

- **Formal** – if an informal resolution is not possible, the complaint is put in writing to the school. Please include the following information in your written complaint (if you need any support with providing this information in writing, please speak to the School Office):
  - Your name
  - Pupil name
  - Phone number you would like us to use to contact you
  - Date of the incident
  - Date when this form was completed
  - Full details of complaint (including the names of all persons involved and the dates of incidents referred to)
  - What action, if any, have you already taken to try and resolve your complaint (for example, who did you speak to and what was the response)?
  - What actions do you feel might resolve the problem at this stage?
  - Are you attaching any paperwork? If so, please give details.
  
- **Panel hearing** – if the complainant is unhappy with the result of the formal process, a panel hearing will be arranged with a panel including at least three people who were not directly involved in the matters detailed in the complaint.

### **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  
Coventry  
Quinton Road  
Coventry  
CV1 2WT

The full Concerns/Complaints Procedure Policy is available on the Trust website or the website of the school.

<https://www.onetrustacademies.org.uk/key-information/policies>