

Flow chart for raising a concern or making a complaint

Stage 1 - Informal Concern/Complaint

A concern or complaint should initially be raised with a member of staff (Class Teacher, Phase Leader or the School Office) in person, by telephone or in writing.

If the concern relates to the Head Teacher, the concern or complaint should be raised with the Chair of the Local Governing Body. This can be done confidentially through the School Office.



Concern/complaint is resolved. No further action.

The Trust and it's academies aim to resolve most concerns/complaints at this stage of the process so that the school and the parent/carer can get back to a collaborative relationship as quickly as possible.



If the concern/complaint cannot be resolved through discussion with the member of staff or the Head Teacher, then this moves to Stage 2 which is a formal, written complaint.



Stage 2 - 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.

If the complaint is against a headteacher, the complainant will initially need to write, in confidence, to **the chair of the academy's LGB**. The chair will seek to resolve the issue informally, e.g. by arranging a meeting with the complainant within **15** days, before moving directly to stage three of the procedure.



Concern/complaint is resolved.
No further action.



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 of the local governing body within **10** school days of the end of stage two, i.e. communication of an outcome.



Stage 3 - Panel Hearing

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.

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 **15** 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.

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.

If the complainant is not satisfied with how the Panel has dealt with their complaint, they can write to the DfE (Department for Education).