Complaints Policy

Policy owner:	Deputy Trust Leader
Approved by:	Audit and Risk Committee
Ratified by:	Trust Board
Date:	July 2025
Date of next review:	September 2026 (or sooner based on DFE guidance)

CONTENTS

1.	Introduction		3
2.	Scope of the policy		3
3.	Policy statement		4
	3.1	Definitions	4
	3.2	How to raise a concern or make a complaint	5
	3.3	Complaints about staff/governance	5
	3.4	Timescales	5
	3.5	Resolving complaints	6
	3.6	Withdrawing a complaint	6
	3.7	Stage 1 - Informal Complaints	6
	3.8	Stage 2 - Formal Complaints	6
	3.9	Stage 3 - Panel Hearing	7
	3.10	Malicious, serial and unreasonable complaints	10
4.	Responsibilities and compliance		11
	4.1	Complainant	11
	4.2	Investigator	11
	4,3	Complaints Coordinator	12
	4.4	Clerk to the Governing Body/Clerk to the Trust Board	12
	4.5	Committee Chair	13
	4.6	Committee Member	13
5.	Next steps		14
6.	Appendices		15
	6.1	Exceptions within the scope of the Complaints Procedure	15
	6.2	Complaint Form (Stage 2)	17
	6.3	Complaint Appeal Form (Stage 3)	19
	6.4	Procedure for Stage 3 Governors' Complaint Appeal Committee	21

1. INTRODUCTION

The Coastal Collaborative Trust (CCT) aims to work in partnership with our students, their parents/carers and the wider community in the belief that a sense of collaboration and partnership working will assist in open, productive and positive relationships. However, it is recognised that students, parents/carers and members of the public may, on occasions, become dissatisfied with aspects of the Trust's work and therefore seek to raise a concern or complaint, either orally or in writing.

This policy is designed to support this process and is based on the model policy provided by the Department for Education. We have a duty to publish this policy on our website. Hard copies are also available in a range of accessible formats.

2. SCOPE OF THE POLICY

This policy is applicable to students, their parents/carers and the wider community. Any person, including members of the general public, may raise a concern or make a complaint about any aspect of the Trust's facilities or services.

Any concern or complaint about an adult who works with a child/young person who may present a risk or potential risk to children/young people must be reported to the Academy Headteacher/Principal if the adult is a member of staff, or the Headteacher/Principal or Designated Safeguarding Lead (DSL) if the adult is not an employee of CCT . This includes concerns that the adult has:

- behaved in a way that has harmed, or may have harmed a child/young person and/or:
- possibly committed a criminal offence against or related to a child/young person and/or;
- behaved towards a child/young person or children/young people in a way that indicates they may pose a risk of harm to children/young people and/or;
- behaved or may have behaved in a way that indicates they may not be suitable to work with children/young people. This includes behaviour that may have happened outside of school or college, that might make an individual unsuitable to work with children or young people.

CCT will always give serious consideration to concerns and complaints that are brought to its attention. However, anonymous complaints will not normally be considered.

In considering concerns or complaints, the Trust will always aim to deal with them swiftly and effectively and with fairness to all parties. Where possible, concerns will be resolved informally. Where a concern has not been resolved informally, then the formal procedures, set out in section 3.8 below will be followed.

3. POLICY STATEMENT

3.1 **Definitions**

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*** may be defined as 'an expression of dissatisfaction, however made, about actions taken, or a lack of action'.

Concerns or complaints relating to any of the following are not covered by the Complaints Policy as separate procedures apply:

- Admissions
- Child Protection
- Complaints about services provided by other organisations at a Trust Academy or through it
- Freedom of Information access
- Student exclusions
- Sex education (where statutorily applicable)
- Staff grievances
- Statementing procedures for special educational needs and disabilities (SEN)
- Whistleblowing

Please refer to Appendix 1 for further information.

It is in everyone's interest that concerns or complaints are resolved as quickly as possible. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedures.

We understand however, that there are occasions when people would like to raise their concerns formally. This may also be the case if a concern remains unresolved following previous communication with the Trust or one of its academies. Where a formal complaint is made, an attempt to resolve the issue internally will be made, through the stages outlined in this complaints procedure.

In dealing with complaints, CCT will take account of its public sector duty and have due regard of the need to:

- eliminate discrimination, harassment, victimisation, and any other conduct prohibited by or under the Equality Act 2010;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Please note that CCT will not tolerate any abusive, malicious, or aggressive behaviour from complainants and will terminate any discussions/meetings where such behaviour is in evidence.

3.2 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 the complainant, as long as they have the appropriate consent to do so. It is helpful for the complainant to identify at the earliest opportunity what they think might help to resolve the issue.

Many issues and concerns are quickly and satisfactorily resolved by speaking to the person or area concerned directly. This is likely to be a student's teacher or other member of staff. Concerns do not require a full investigation because these issues can be resolved quickly either by clarification with the person or through immediate action.

3.3 Complaints about staff/governance

Complaints against academy staff (except the Headteacher/Principal) should be made in the first instance, to the Headteacher/Principal. Complaints that involve the Headteacher/ Principal should be addressed to the Deputy Trust Leader for the Trust.

If the complaint relates to the Chair of Local Governors, any individual governor or the whole governing body, the complaint should be addressed to the Clerk to the Local Governing Body.

If the complaint concerns the Trust Leader (CEO), Deputy Trust Leader, or a Trustee, the complaint should be investigated by the Chair of the Trust Board. If a formal complaint is received about the Chair, the complaint will be referred to the Vice Chair for investigation.

Please ensure all complaints are marked 'Private and Confidential' and addressed to the appropriate person.

We would hope to resolve most concerns and complaints at this informal stage, but these procedures allow for formal consideration of a complaint and an appeal stage if this is not possible. We endeavour to deal with complaints as speedily as possible and aim to complete each stage of the procedure within **20 working days**. When we are not able to complete the process within that timescale, the complainant will be informed of the delay.

3.4 Timescales

Concerns and complaints must be made as soon as is practicable, or within one month of the date of the incident or, where a series of associated incidents have occurred, within one month of the last of these incidents. We will consider complaints outside of this framework if exceptional circumstances apply.

We will consider complaints made **outside of term time** to have been received on the first working day after the holiday period.

If other bodies are investigating aspects of the complaint, for example the police, local authorities, 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.

3.5 Resolving complaints

At each stage in the procedure, CCT aims 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 about will not recur;
- an explanation of the steps that have been taken 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 understanding to review Academy/Trust policies in light of the complaint;
- an apology.

3.6 Withdrawing a complaint

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

3.7 Stage 1 - Informal Complaint/Concern

It is hoped that most concerns can be expressed and resolved on an informal basis.

Concerns should be raised with the student's teacher or another member of staff in the first instance, if appropriate. Concerns raised directly with a member of the senior leadership team (SLT) will usually be referred to the relevant member of staff unless the senior leader deems it appropriate for them to deal with the matter personally.

An appropriate member of staff will investigate the concern/complaint and provide written or verbal feedback as appropriate and within **15 working days** of being notified of the concern. The complainant may be invited to the Academy and will be allowed to bring along someone to support them. The Academy should be notified in advance of who will be attending the meeting.

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

The informal stage will not be used if the allegations refer to:

- criminal activity which may require the involvement of the police;
- financial or accounting irregularities;
- abuse of children.

3.8 Stage 2 - Formal Complaint

Where an informal complaint has not been resolved to the satisfaction of the complainant, the relevant member of staff will ensure the complainant is aware of the procedures to submit a formal complaint.

Formal complaints must be made to the appropriate person as detailed in section 3.3 of this policy. This may be done in person, in writing, or by telephone. For ease of use, a template complaint form is included at the end of this policy (see Appendix 2) which is designed to ensure that the Academy has all the relevant information to deal with the complaint. If you require help completing the form, please contact the Academy Reception.

The responsible person will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. Consideration will be given as to whether a face to face meeting is the most appropriate way of doing this. The complainant will be allowed to bring along someone to support them, although the Academy should be notified in advance who will be attending the meeting. Please note, the responsible person may delegate the investigation to another appropriate senior member of staff, but not the decision to be taken.

During the investigation, the 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 meeting/interviews in relation to their investigation.

At the conclusion of their investigation, the complainant will be provided with a formal written response within **15 working days** of the date of receipt of the complaint. If it is not possible to meet this deadline, the complainant will be provided with an update and a revised response date at the earliest opportunity. A longer response time may be necessary to fully understand the complaint and/or investigate it.

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 taken to resolve the complaint.

The complainant will be advised of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

3.9 Panel Hearing - Stage 3

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 meeting with the Governing Body's complaints committee, which will be formed of the first three impartial governors available. This is the final stage of the complaints procedure.

A request to escalate a complaint to Stage 3 must be made in writing to the Clerk, **within 10 working days** of the receipt of the Stage 2 outcome, using the Complaint Appeal Form (Appendix 3). Requests received outside of this time frame will only be considered if exceptional circumstances apply. Only matters arising from any complaint(s) considered at Stage 2 will be considered.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) **within 5 working days** and immediately inform the Chair of Local Governors (unless the complaint is about them).

The Clerk will write to the complainant informing them of the date of the panel meeting. They will aim to convene a meeting **within 20 working days** of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

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

The complaints committee will consist of three governors with no prior involvement or knowledge of the complaint and at least one committee member will be independent of the management and running of the Academy. Prior to the meeting, they will decide amongst themselves who will act as Chair of the Complaints Committee. If there are fewer than three governors from the Local Governing Board (LGB) available, the Clerk will source any additional governors from the Trust's LGBs or Trustees, in order to make up the committee. Alternatively, an entirely independent committee may be convened to hear the complainant at Stage 3.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend.. There may be exceptional occasions when external representation is appropriate. For instance, if an Academy employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or trained representation.

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

Representatives from the media are not permitted to attend.

At least **10 working days** before the meeting, the Clerk 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 committees at least **7 day working days** before the meeting.

Any written material will be circulated to all parties at least **5 working 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 the parties being recorded.

The committee will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New formal complaints must be dealt with from Stage 2 of the procedure.

The meeting will be held in private. Electronic recordings of the meetings or conversations are not permitted unless the complainant's own disability or special needs require it, or for the purpose of the minute taking. Prior knowledge and consent of all parties attending must be sought before meeting or conversations can 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 Academy's systems or procedures to prevent similar issues in the future.

In most cases it is anticipated that it will be possible for the panel to respond to the complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out and agree next steps with the complainant. In such cases it may be necessary for the Complaints Appeal Panel to meet again.

The Chair of the Complaints Committee will provide the complainant and the Headteacher/Principal with a full explanation of their decision and the reason for it, in writing, **within 10 working 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 the Academy or the Trust.

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 a committee of independent, co-opted governors.

If the complaint is about a Headteacher/Principal or Trustee, the relevant person as identified in section 3.3 will deal with it following the same procedures outlined in this policy document.

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 that the Academy or Trust will take to resolve it.

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 Academy premises by the proprietor and the Headteacher/Principal.

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 recordings relating to individual complaints will be kept confidential, except where the Secretary of State or body conducting an inspection under section 109 of the 2008 Act requests access to them.

3.10 Malicious, serial or unreasonable complaints

The Coastal Collaborative Trust (CCT) is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with our Academies. However, we do not expect our staff to tolerate unreasonable behaviour and will take action to protect our staff from that behaviour, including that which is abusive, offensive, malicious or threatening.

CCT defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the Academy, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complain, despite offers of assistance;
- refuses to cooperate with the complaints investigation process;
- refuses to accept that certain issues are not within the scope of the complaints procedure;
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or good practice;
- introduces trivial or irrelevant information which they expect to be taken into account and commented on; raises a large number of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
- changes the basis of the complaint as the investigation proceeds;
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- refuses to accept the findings of the investigation into that complainant where CCT's complaint procedure has been fully and properly implemented including referral to the Department of Education;
- seeks an unrealistic outcome;
- makes excessive demands on Academy time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email or by telephone while the complaint is being dealt with;
- uses threats to intimidate;
- uses abusive, offensive or discriminatory language or violence;
- knowingly provides falsified information;
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the Academy that relates to their complaint while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as this could delay the outcome being reached.

Whenever possible, the Headteacher/Principal or Chair of Local Governors will discuss any concerns with the complainant informally before applying an *'unreasonable'* marking.

If the behaviour continues, the Headteacher/Principal will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact the Academy causing a significant level of disruption, we may specify

methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Coastal Collaborative Trust and Academy premises.

4. RESPONSIBILITIES AND COMPLIANCE

4.1 Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible, using the forms available in this document if appropriate;
- cooperate with the Academy 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.

4.2 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 complainants coordinator 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 Headteacher/Principal or complaints committee that sets out the facts, identifies the solutions and recommends courses of action to resolve the problem/s.

The Headteacher/Principal or the complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation times.

4.3 Complaints Coordinator

(This could be the Headteacher/Principal, designated complaints governor or other member of staff member providing administrative support)

The complainants coordinator should:

- ensure that the complainant is fully updated at each stage of the procedure;
- liaise with staff members, Headteacher/Principal, Chair of Local Governors, Clerk to ensure the smooth running of the complaints 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 accurate records;
- ensure the timescales of this policy are met.

4.4 Clerk to the Governing Body / Clerk to the Trust Board

The Clerk is the contact point for the complainant and the committee should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including under legislation relating to school complaints, education law, the Equality Act 2020, 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 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 2 paperwork, academy and complainant submissions) and send it to the parties in advance of the meeting within the agreed timescale;
- record the proceedings;
- circulate the minutes of the meeting;
- notify all parties of the committee's decision.

4.5 Committee Chair

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) 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 new issues arise it would be useful to give everyone the opportunity to make their cases 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 Clerk (and the complaints coordinator if the Academy has one).

4.6 Committee Member

Committee members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so no governor 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 Academy 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 issues that affects their child so committee members need to be mindful of this;
- 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/carer is the complainant, the committee should give the parent/carer the opportunity to say which parts of the meeting, if any, the child/young person needs to attend. However, the parent/carer should be advised that agreement might not always be possible if the parent/carer 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 interest;
- the welfare of the child/young person is paramount.

The duty to establish procedures for dealing with complaints lies with the **Audit and Risk Committee/Trust Board**

The Headteacher/Principal and Local Governing Board (LGB) will monitor the level and nature of complaints on a regular basis to ensure the effectiveness of this procedure and make recommendations to Academy practices where necessary. The number of complaints of each Academy will be reported to the Audit and Risk Committee annually.

5. NEXT STEPS

If the complainant believes the Academy/Trust did not handle the 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 ESFA after they have completed Stage 3.

The ESFA will not normally reinvestigate the substance of complaints or overturn any decisions made by CCT or their academies. They will consider whether educational legislation and statutory policies connected with the complaint have been adhered to.

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

Academy Complaints and Customer Insight Unit
Education and Skills Funding Agency
Cheylesmore House
5 Quinton Road
Coventry
CV1 2WT

6.1 APPENDIX 1

Exceptions within the scope of this complaints policy

Exceptions	Who to contact
Admission to Academies Statutory assessment of Special Educational Needs School reorganisation proposals	Concerns about admissions, statutory assessments of Special Educational Needs, or Academy reorganisation proposals should be raised with Lancashire Local Authority Concerns about Blackpool Sixth admissions should be directly with admissions@blackpoolsixth.ac.uk
Matters likely to require a Child Protection investigation	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 local authority designated officer (LADO) who has local responsibility for safeguarding. Blackpool LADO - lado@blackpool.gov.uk Lancashire LADO - LADO.Admin@lancashire.gov.uk
Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions **complaints about the application of the behaviour policy can be made through the CCT complaints procedure. The behaviour policy can be found on the Academy's website.*
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including governors, temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters directly with their employer. Concerns can be raised with the ESFA using their contact form: www.education.gov.uk/contactus You can read further how the ESFA handles whistleblowing disclosures here: https://www.gov.uk/guidance/how-esfa-handles-whistleblowing-disclosures
Staff grievances	Complaints from staff will be dealt with under the Academy's internal grievance policy.
Staff conduct	Complaints about staff will be dealt with under the Academy's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken

	against a member of staff as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
Complaints about services provided by other providers who may use CCT's premises, facilities or services	Complaints about external providers should be addressed through the providers' complaints procedures.

6.2 APPENDIX 2

Complaint Form - Stage 2

Please complete and return this form to the Headteacher/Principal who will acknowledge receipt and explain what action will be taken. Completed forms should be returned directly to the Academy Reception or emailed directly to the Headteacher/Principal.

On request, this form is available in an electronic format.

Your name:	
Student's full name (if relevant):	
Student's date of birth:	**Student's ID number (if known):**
Your relationship to the student (if applicable):	
Your full address including postcode:	
Your contact telephone number(s):	

Please give details of your complaint:

What action, if any, have you taken to try and resolve your complaint (who did you speak to and what was the response)?
Are you attaching any paperwork? If so, please give details.
What actions do you feel might resolve this complaint?

Signature:
Date:

For internal use only	
Date acknowledgement sent and by whom:	
Log reference number:	
Complaint referred to:	**Date:**
Date outcome(s) investigation and any resulting decision(s) communicated to the complainant:	

6.3 APPENDIX 3

Complaint Appeal Form - Stage 3

Please complete and return this form to the Clerk who will acknowledge receipt and explain what action will be taken. Completed forms should be returned directly to the Academy Reception or emailed directly to the Clerk.

On request, this form is available in an electronic format.

Your name:	
Student's full name (if relevant):	
Student's date of birth:	**Student's ID number (if known):**
Your relationship to the student (if applicable):	
Your full address including postcode:	
Your contact telephone number(s):	

What was the stage 2 decision and what do you believe has not been resolved?

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

Signature:
Date:

For internal use only:
Date acknowledgement sent and by whom:
Log reference number:
Date of Governors' Complaint Appeal Committee Meeting:
Deadline for receipt of documents:

6.4 APPENDIX 4

Procedure for Stage 3 Governors' Complaint Appeal Committee

1. Before the meeting

1.1 Elect a Chair for the meeting.

1.2 Confirm the arrangements for the Clerk to record the meeting.

2. During the meeting

2.1 Introductions

2.2 The Chair should:

- explain the purpose of the meeting;
- circulate copies of this procedure;
- go through the procedure for this meeting as outlined below;
- explain that phones should be switched off and the meeting should not be recorded.
- if required, explain that the Clerk will be recording the meeting for the accuracy of the meeting minutes only.

2.3 **The complainant's case**

The complainant will be invited to explain their complaint. The complainant will invite any witness involvement that forms part of their case for complaint (witnesses should only be required to attend the part of the hearing for which they are required).

2.4 **Questions to the complainant and/or witness from the Headteacher/Principal**

The Headteacher/Principal will be invited to ask any questions of the complainant and/or the complainant's witness.

2.5 **Questions to the complainant and/or witness from the Governors**

The Governor will be invited to ask any questions of the complainant and/or the complainant's witness.

2.6 **The Headteacher/Principal to explain the Academy's actions**

The Headteacher/Principal will be invited to explain the Academy's actions in relation to the complaint to date. The Headteacher/Principal will invite any

witness involvement that forms part of their case for complaint (witnesses should only be required to attend the part of the hearing for which they are required).

2.7 **Questions to Headteacher/Principal and/or witness from complainant**
The complainant will be invited to ask any questions of the Headteacher /Principal and/or the Headteacher's/Principal's witness.

2.8 **Questions to Headteacher/Principal and/or witness from the Governors**
The Governors will be invited to ask any questions of the Headteacher/Principal and or the Headteacher's/Principal's witness.

2.9 **Summary by the complainant**
The complainant will be invited to present their summary view regarding the complaint appeal.

2.10 **Summary by the Headteacher/Principal**
The Headteacher/Principal will be invited to present their summary of the Academy's actions and decision making in response to the complaint(s).

3. At the end of the meeting

3.1 The Chair should explain:

- that there are four possible outcomes from this meeting and the Governors could:
    - dismiss the complaint in whole or in part;
    - uphold the complaint in whole or in part;
    - decide on the appropriate action to be taken to resolve the complaint;
    - recommend changes to the Academy's systems or procedures to ensure that problems of a similar nature do not recur.

- that the Governors will be the only people involved in the decision making;

- that the governor's decision will be communicated to the complainant **within 10 working days;**

- that everyone except the Governors and the Clerk to the committee will now be asked to leave the room.