



Transforming Lives
EDUCATIONAL TRUST

Complaints Policy

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1. The TLET Way

Transforming Lives Educational Trust (TLET) is a family of academies. Every TLET policy is rooted in and reflects our ambitions for pupils, students and wider stakeholders alike.

OUR AMBITIONS -

As a Trust family, our shared ambitions drive everything we do, we call this ‘The TLET Way’.

Through the transformative values of courage, kindness and loyalty, together we:



NURTURE POTENTIAL

We flourish in the places we create together.



INSPIRE COMMUNITY

We champion each other to make a difference.



DELIVER EXCELLENCE

We strive to achieve our best.



2. Definition of terms

The following terms are used in this document

- 'complaint' means an expression of dissatisfaction however made, about actions taken or a lack of action;
- 'concern' means an expression of worry or doubt over an issue considered to be important for which reassurances are sought;
- 'meeting' means an in person or virtual meeting (i.e. telephone or video conference where all parties can participate verbally), virtual meetings will only be held in the event that all parties have access to appropriate equipment to attend and are happy to do so;
- 'parent' means a parent, carer or anyone with legal responsibility for a child;
- 'school days' excludes weekends and academy holidays and periods of partial or total academy closure;
- 'trust' means the academy trust

3. Rationale and statutory requirements

3.1 We believe that TLET schools provide an excellent education and that school personnel work very hard to build positive relationships with all parents and others. We believe that complaints should be kept to a minimum because of these positive relations with everyone connected with the academy and by having in place very good lines of communication. However, we appreciate that on occasions there are misunderstandings, or differences of opinion. We are always keen to rectify concerns and will work hard to do so. We are obliged under the Education (Independent School Standards) (England) Regulations 2014 to have in place, clear procedures to deal with complaints made by parents/carers against our schools or individuals connected with them. We are aware that under the Education Act 1996 parents have the right to complain about any matter relating to the school's curriculum and any issue relating to the general education that we provide. This complaints policy is on each academy website with hard copies available upon request.

3.2 The aims of the procedure are to deal with complaints and concerns:

- about an academy, the academy trust ("trust") or any individual connected with it by following the correct procedure;
- thoroughly; and
- in an open, honest and fair manner.

3.3 This complaints procedure is not limited to parents or carers of children who are registered at one of the academies within the trust. Any person, including members of the public, may make a complaint to an individual academy within the trust, or the trust itself, about any provision of facilities or services that we provide. Part 1 of this policy outlines how parents/carers of registered pupils currently attending academies within the trust can raise a concern or complaint. Concerns or complaints from other persons will be dealt with in accordance with Part 2 of this policy.

- 3.4 This procedure does not apply to concerns and complaints relating to the matters as listed in section 4.2 of the policy.
- 3.5 Anonymous concerns or complaints will not normally be investigated under this procedure. The Principal of an academy, or the Chief Executive Officer (as appropriate), will determine whether there are exceptional circumstances to justify conducting an investigation into the issues raised.
- 3.6 All staff will be made aware of this complaints procedure and are expected to review this policy regularly in order that they are familiar with our process of dealing with complaints and can be of assistance when an issue is brought to their attention.
- 3.7 The timeframes referred to in this policy are our usual timeframes and the academy will seek to adhere to these timeframes where possible.
- 3.8 Reasonable adjustments will be made to this procedure where required to ensure that all complainants can access and complete this complaints procedure. For example, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

4. Scope

4.1 This policy refers to:

Parents/Carers	✓	Trustees	✓
Employees	✓	Volunteers	✓
Pupils/Students	✓	Visitors	✓
Governors	✓	Community	✓

4.2 Matters excluded from the scope of this policy - This policy covers all complaints about any provision of services by a TLET academy, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Signposting
Admissions to schools	Concerns about admissions should be handled through a separate process - either through the appeals process or via the local authority.
Matters likely to require a Child Protection Investigation	<p>Complaints about child protection matters are handled under the TLET Child Protection and Safeguarding Policy, which is adapted for use by all TLET academies and is in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).</p> <p>LADO contact details:</p> <p>lado@warwickshire.gov.uk 01926 745376</p>

	<p>MASH contact details:</p> <p>01926 414144</p> <p>01926 886922 (Out of hours)</p>
Exclusion of children from school*	<p>The process for challenging exclusions decisions is set out in the DfE's statutory guidance and information can be found at: School suspensions and permanent exclusions - GOV.UK (www.gov.uk)</p> <p><i>*complaints about the application of a TLET academy's Behaviour Policy can be made through this complaints procedure. Individual academy Behaviour Policies are available on academy websites or from the academy office.</i></p>
Whistleblowing	<p>Please see the TLET Whistleblowing Policy, which provides information regarding our internal whistleblowing procedure for all employees, including temporary staff and contractors.</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 directly with their employer. Referrals can be made at: www.education.gov.uk/contactus</p> <p>Volunteers who have concerns about TLET academies/the Trust should complain through this complaints procedure. Volunteers may also be able to complain directly to the LA or the Department for Education (see link above), depending on the substance of your complaint.</p>
Staff grievances	<p>Complaints from contracted staff will be dealt with under the TLET Staff Grievance Policy.</p>
Staff conduct	<p>All TLET staff and volunteers are bound by the TLET Staff & Volunteer Behaviour (Code of Conduct) Policy.</p> <p>Complaints about staff will be dealt with under the TLET Staff Disciplinary Policy, 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>
National Curriculum content	<p>Please contact the Department for Education at www.education.gov.uk/contactus</p>
Complaints about services provided by other providers who may use school premises or facilities	<p>Providers should have their own complaints procedure to deal with complaints about their services. Please contact them directly.</p>
Statutory assessments of Special Educational Needs (SEN)	<p>Concerns about statutory assessments of special educational needs should be raised directly with the local authority.</p>
School reorganisation proposals	<p>Where concerns are not adequately addressed by the academy, complaints can be raised directly with the Department for Education.</p>

5. Principles

- 5.1 The trust expects all complainants to make reasonable attempts to seek an informal resolution.
- 5.2 The trust encourages parents and others to approach the academy with any concerns and refrain from airing concerns about the academy and its staff on social media sites. Posting negative comments on social media can cause damage and upset and is often counter-productive to pupil education.
- 5.3 To investigate your complaint properly and fairly, we have implemented a staged approach. We anticipate that almost all complaints that arise will be resolved at Stage 1 or Stage 2 outlined below.
- 5.4 We expect our members of staff to be addressed in a respectful manner and for communication to remain calm at all times. The procedure under Part 3 will only be used on very rare occasions to deal with repetitious and/or vexatious complaints or complaints pursued in an otherwise unreasonable manner.
- 5.5 Concerns or complaints should be brought to our attention as soon as possible. Any matter raised more than 3 months after the incident being complained of (or, where a series of associated incidents have occurred, within 3 months of the last of these incidents) will not be considered unless the Principal accepts that there are good reasons to explain the delay or the complaint is about a particularly serious matter.
- 5.6 Where a complaint is received outside of term time, we will consider it to have been received on the first school day following the holiday period.
- 5.7 On rare occasions an academy or the trust may receive complaints from a number of individuals relating to the same issue. In order to deal with these complaints efficiently the academy/trust will follow the procedure set out in Part 4.
- 5.8 If it becomes necessary to alter the time limits and deadlines set out within this procedure, you will be advised accordingly and given an explanation as to why this has been the case and provided with revised timescales. If other bodies are investigating aspects of the complaint, for example the police, local authority safeguarding teams or tribunals/courts, 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. Where a complaint is raised but we do not have clarity from the complainant on the issues and/or desired outcomes, we will inform the complainant what information we need to progress the complaint and pause this procedure until reasonable clarity is achieved.
- 5.9 Complainants should not approach individual local governors or trustees to raise concerns or complaints. They have no power to act on an individual basis and it may prevent them from considering complaints at later stages.
- 5.10 If a complainant commences legal action against the trust in relation to their complaint, we will consider whether it would be appropriate to suspend the complaints procedure until those legal proceedings have concluded.
- 5.11 If a complainant wishes to withdraw their complaint, we will ask them to confirm this in writing.
- 5.12 Recording of complaints

A record will be kept of all written formal complaints, including at what stage they were resolved, and action taken by us as a result of those complaints regardless of whether they were upheld.

Correspondence, statements and records relating to individual complaints will be kept confidential except where:

- access is requested by the Secretary of State;
- disclosure is required in the course of an academy inspection;
- an individual has a legal right to access their own personal data contained within such documentation; or
- under other legal authority.

We will make the findings and recommendations of the Complaints Committee available for inspection on the academy premises by the trust and the Principal.

6. Policy Statement

6.1 This policy is based on the Department of Education model complaints policy for academies within a multi-academy Trust found here:

<https://www.gov.uk/government/publications/setting-up-an-academies-complaints-procedure>

7. Procedure

This procedure is broken down into three parts:

- Part 1 – Complaints procedure for parents/carers
- Part 2 – Concerns and complaints from other persons
- Part 3 – Repetitious and vexatious complaints and complaints pursued in an otherwise unreasonable manner.

Part 1: Complaints procedure for parents/carers

Stage 1: Informal concerns

- 1.1 An informal concern can be raised in person or by telephone. Concerns may also be raised by a third party acting on behalf of a parent, as long as they have appropriate authority to do so. Most enquiries and concerns can be dealt with satisfactorily by the class teacher, academic or pastoral leader or other members of staff without the need to resort to the formal procedure. We value informal meetings and discussions and encourage parents to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding.
- 1.2 It is always helpful if you can fully explain the nature of the concern and identify the outcome you are looking for. Where appropriate, you may be invited to an informal meeting with the member of staff most appropriate for dealing with that concern. The member of staff dealing with the concern will make sure that you are clear on what action (if any) has been agreed. This may be put in writing if appropriate.
- 1.3 If the matter is brought to the attention of the Principal they may decide to deal with your concerns directly at this stage. If the concerns are about the Principal these should be referred directly to the Clerk of the Local Governing Body (LGB) under Stage 2.
- 1.4 The academy will respect the views of a parent who indicates that they would have difficulty discussing a concern with a particular member of staff. In this case, the Principal will refer the parent to another designated member of staff. Similarly, if the member of staff directly involved in the circumstances leading to the concern feels too compromised to deal with it, the Principal may consider referring the parent to another member of staff. The member of staff may be more senior, but this is not essential.
- 1.5 Staff members should log all informal concerns on the school information management system and inform the Principal of any serious concerns.
- 1.6 There is no suggested timescale for resolution at this stage given the importance of dialogue through informal discussion, although it would be expected that most issues will be resolved within 15 school days. Where no satisfactory solution has been found, you will be advised that if you wish your concerns to be considered further you should write to the Principal under Stage 2 of this procedure within 15 school days.

Stage 2 - Formal written complaints: Investigated by Nominated Staff Member

- 2.1 If your concerns are not resolved under Stage 2, you are entitled to put your complaint in writing and send this to the Principal of the relevant academy.
- 2.2 It is very important that you include a clear statement of the actions that you would like us to take to resolve your complaint. We strongly encourage you to again use the Complaint Form provided at Appendix 1 of this procedure. If you require help in completing the form, please contact the academy office. You can also ask third party organisations like the Citizens Advice to help you. In all cases your written complaint must include:
 - the nature of the complaint;
 - details of how the matter has been dealt with so far;
 - the names of potential witnesses, dates and times of events and copies of all relevant documents; and
 - a clear statement of the actions that you would like us to take to resolve your complaint.

- 2.3 Your complaint will normally be acknowledged in writing within five school days of receipt. The acknowledgement will give a brief explanation of the trust's complaints procedure and a target date for providing a response to the complaint. This will normally be within 15 school days of receipt.
- 2.5 Upon receipt of a completed formal complaint form, the Headteacher will identify the appropriate member of staff to investigate the complaint under Stage 2. If the complaint is about a member of staff, a manager senior to that member of staff will normally investigate the complaint. In our smaller schools, there may not be a suitably senior member of staff available to investigate the complaint. In this case, or if the complaint is very serious in any size of school, the Headteacher may, at their discretion, escalate the complaint directly to Stage 3.
- 2.6 If appropriate, the nominated staff member may invite you to a meeting to clarify your complaints and to explore possible resolutions. If you accept that invitation, you may be accompanied by one other person, such as a friend, relative or interpreter, to assist you. Where possible, this meeting will take place within 10 school days of receipt of the written complaint.
- 2.7 If necessary, witnesses will be interviewed and statements taken from those involved. If the complaint centres on a pupil, the pupil will usually be interviewed. Pupils will normally be interviewed with their parent present, but if this would seriously delay the investigation of a serious or urgent complaint or if the pupil has specifically said that they would prefer that their parents were not involved, another member of staff with whom the pupil feels comfortable will be present. If the matter includes a complaint relating to a member of staff, the member of staff will have the opportunity to respond to the complaint.
- 2.8 Once the relevant facts have been established as far as possible, you will be provided with a written response to the complaint, including an explanation of the decision and the reasons for it. This will include what action will be taken to resolve the complaint (if any). You will be advised that if you are dissatisfied with the outcome of the complaint, you may request that your complaint be heard by the under Stage 3 of this procedure.
- 2.9 The trust may engage an independent, external person to carry out the investigation into the Stage 2 complaint or to review the investigation and response at Stage 2. This may be appropriate where the complaint is particularly complex or involves legal issues.

Stage 3 - Formal written complaints: Investigated by the Principal

- 3.1 If your concerns are not resolved under Stage 2, you are entitled to put your complaint in writing and send this to the Principal of the relevant academy.
- 3.2 It is very important that you include a clear statement of the actions that you would like us to take to resolve your complaint. In all cases your written complaint must include:
 - the nature of the complaint;
 - details of how the matter has been dealt with so far;
 - a clear statement of the actions that you would like us to take to resolve your complaint.
- 3.3 Your complaint will normally be acknowledged in writing within five school days of receipt. The acknowledgement will give a brief explanation of the trust's complaints procedure and a target date for providing a response to the complaint. This will normally be within 15 school days of receipt.
- 3.4 If appropriate, the Principal may invite you to a meeting to clarify your complaints and to explore possible resolutions. If you accept that invitation, you may be accompanied by one other person, such as a friend, relative or interpreter, to assist you. Where possible, this meeting will take place within 10 school days of receipt of the written complaint.

- 3.5 If necessary, witnesses will be interviewed and statements taken from those involved. If the complaint centres on a pupil, the pupil will usually be interviewed. Pupils will normally be interviewed with their parent present, but if this would seriously delay the investigation of a serious or urgent complaint or if the pupil has specifically said that they would prefer that their parents were not involved, another member of staff with whom the pupil feels comfortable will be present. If the matter includes a complaint relating to a member of staff, the member of staff will have the opportunity to respond to the complaint.
- 3.6 Once the relevant facts have been established as far as possible, you will be provided with a written response to the complaint, including an explanation of the decision and the reasons for it. This will include what action will be taken to resolve the complaint (if any). You will be advised that if you are dissatisfied with the outcome of the complaint, you may request that your complaint be heard by the Complaints Committee under Stage 4 of this procedure.
- 3.7 The trust may engage an independent, external person to carry out the investigation into the Stage 3 complaint or to review the investigation and response at Stage 3. This may be appropriate where the complaint is particularly complex or involves legal issues.

Q. What if the complaint is about the Principal or the Principal has already considered your complaint under Stage 1?

In these cases, your complaint should be sent to the Clerk of the Local Governing Body at the academy's address who will arrange for a governor to carry out the Stage 2 procedure.

Q. What if the complaint is about a governor on the local governing body?

Complaints about the Chair of Governors or any individual governor should be addressed to the Clerk of the Local Governing Body via the academy office. Please mark them as Private and Confidential. The Clerk will arrange for another governor or trustee (as applicable) to investigate the concerns in accordance with Stage 2.

If the complaint is about the Clerk of the Local Governing Body or the local governing body as a whole, you should send your complaint to the Clerk of the trustees at TLET Central Office, c/o Houlton School, Signal Drive, Houlton, Rugby, CV23 1ED who will then determine the most appropriate action with regards to Stage 2.

Q. What if the complaint is about the Chief Executive Officer?

If the complaint is about the Chief Executive Officer of the trust, or if they have been closely involved at earlier stages, your complaint should be sent to the Clerk of the Trust Board at TLET Central Office, c/o Houlton School, Signal Drive, Houlton, Rugby, CV23 1ED, who will arrange for a trustee to carry out all the Stage 2 procedures.

Q. What if the complaint is about a trustee, Clerk of the Trust Board or a member of the trust?

If the complaint is about a trustee or member of the trust, you should contact the Clerk of the Trust Board at:

- TLET Central Office, c/o Houlton School, Signal Drive, Houlton, Rugby, CV23 1ED who will arrange for another trustee to investigate the concerns in accordance with Stage 2
- OR
- Email: info@tlet.org.uk

If the complaint is about the Clerk of the Trust Board, your complaint should be sent to the Chair of the Trust Board at TLET Central Office, c/o Houlton School, Signal Drive, Houlton, Rugby, CV23 1ED

If your complaint is about the trust board as a whole, you should send your complaint to the Clerk of the Trust Board who will arrange for the matter to be independently investigated.

Please be aware that where your complaint relates to an employee a copy of the complaint may be shared with them in order to investigate the issues raised.

Stage 4: Referral to the Complaints Committee

- 4.1 If you are dissatisfied with the decision under Stage 3, you may request that a Complaints Committee be convened to consider your complaint. The Complaints Committee will principally consider how the complaint was handled at the previous stages but has discretion to review other aspects of the complaint as it sees fit. The Complaints Committee will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with from Stage 1 of the procedure.
- 4.2 To request a hearing before the Complaints Committee, you should write to the Clerk of the Trust Board at TLET Central Office, c/o Houlton School, Signal Drive, Houlton, Rugby, CV23 1ED within 15 school days of receiving notice of the outcome of Stage 3. Requests received outside of this time frame will only be considered if exceptional circumstances apply. You should ensure that you provide copies of all relevant documents and state all the grounds for your complaint and the outcome that you are looking for.
- 4.3 Your written request will be acknowledged within five school days of receipt.
- 4.4 The Clerk will arrange for a Complaints Committee to be convened, made up of at least three committee members, including:
 - Governors of the Local Governing Body and/or trustees of the trust (as appropriate) with no prior involvement in the matter; and,
 - one person who is independent of the management and running of the academy trust.
 - the Clerk shall appoint one of these committee members to be the Chair of the Committee.
- 4.5 Every effort will be made to enable the hearing to take place within 20 school days of the receipt of your request. As soon as reasonably practicable and in any event at least five school days before the hearing, you will be sent written notification of the date, time and place of the hearing, together with brief details of the committee members who will be present. Fair consideration will be given to any bona fide objection to a particular member of the committee. You will also be informed of the name of the person who will be presenting the case on behalf of the academy/trust (referred to in this policy as the 'academy representative'). This may be the person who is the subject of the complaint, the person who undertook the investigation at Stage 2 and/or another person with sufficient knowledge of the matter.
- 4.6 If, despite best efforts, it is not possible to find a mutually convenient date and time for a hearing within a reasonable timeframe, the Clerk may determine that the hearing proceeds on the basis of written submissions from both parties.
- 4.7 You have the right to be accompanied to the hearing by a friend, relative or interpreter. You should notify the Clerk in advance if you intend to bring anyone to the hearing. We do not encourage either party to bring legal representatives to the Complaints Committee meeting. Representatives from the media are not permitted to attend. The Complaints Committee itself may take legal advice and/or be supported by a legal advisor at the hearing on matters of law and procedure.
- 4.8 A copy of the complaint and any other documents provided by you in support of your complaint, or by the academy representative in defence of the complaint, will be provided to the Complaints Committee as soon as practicable upon receipt. Copies of these documents shall also be provided to you or academy representative (as applicable) at least 3 school days before the hearing. The Complaints Committee reserves the right not to consider any documentation presented by either party less than 3 school days prior to the hearing. The Complaints Committee is under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account. The committee will not

normally accept recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

4.9 The hearing will be conducted to ensure that each party has the opportunity to address the Complaints Committee. The procedure to be followed during the hearing will be explained to the parties by letter in advance of the hearing. The Clerk will ensure that sufficient notes are taken to record an accurate reflection of the points considered and any decisions taken or actions agreed. Electronic recordings of the hearing will not normally be permitted and, in any event, would require the consent of all those present.

4.10 Unless otherwise stated, the procedure for the Stage 3 hearing is as follows:

- the parent and academy representative will enter the hearing together;
- the Chair of the Committee will introduce the committee members and outline the process;
- the parent will explain the complaint;
- the academy representative and committee members will question the parent;
- the academy representative will explain the academy/trust's actions;
- the parent and the committee members will question the academy representative;
- the parent will sum up their complaint;
- the academy representative will sum up the academy/trust's actions;
- the Chair of the Committee will explain that both parties will hear from the committee within five school days;
- both parties will leave together while the committee decides;
- the Clerk, and any legal advisor assisting the committee (if applicable), will stay to assist the committee with its decision making.

4.11 The Clerk and or Complaints Committee reserves the right to modify the above procedure at their sole discretion, for example requiring the parent and the academy representative to present their complaint/actions separately to the Complaints Committee in the absence of the other party.

4.12 A Complaints Committee may be adjourned if the Complaints Committee require further evidence or in exceptional circumstances (for example, if clarification sought by the Complaints Committee is essential to the proceedings). The adjourned date must be as soon as possible.

4.13 After the hearing, the Complaints Committee will consider their decision and inform you and, where relevant, the person complained about their decision in writing within five school days. The letter will set out the decision of the committee together with the reasons underpinning that decision. The committee can (by a majority if necessary):

- 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 or trust systems or procedures to ensure that problems of a similar nature do not happen again.

Referral of complaint to Education and Skills Funding Agency (ESFA)

- 1.1 If you are dissatisfied with the decision of the Complaints Committee, you are entitled to refer your complaint to the Education and Skills Funding Agency (ESFA). The ESFA will only investigate whether the complaint was handled properly and in accordance with education legislation and any statutory policies connected with the complaint.
- 1.2 At the time of writing this procedure, details about the ESFA procedure and the ESFA academy complaints form are available at:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

Or you can write to the ESFA at the following address:

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

Roles and Responsibilities in the Procedure

The role of the Clerk of the Trust Board

The Clerk of the Trust Board is the contact point for the complainant and the Complaints Committee, and should:

- ensure that the complainant is fully updated at each stage of the procedure;
- liaise with staff, the Principal, the Chief Executive Officer, the Chair of governors of an academy and Chair of the Trust Board (as applicable) to ensure the smooth running of the complaints procedure;
- be mindful of the timescales to respond to complaints;
- 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);
- ensure that the Complaints Committee has access to legal advice, where appropriate;
- set the date, time and venue of the meeting, taking reasonable steps to find a date that is convenient to all parties 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;
- minute the meeting;
- notify all parties of the Complaint Committee's decision;

- assist the academy/trust in issuing a summary letter to the complainant.

The role of the Principal or Nominated Staff Member (as applicable in accordance with the procedure at Stages 2 and 3)

- to ensure that the complainant is fully updated at each stage of the procedure;
- to ensure that the correct procedure has been followed;
- to ensure that an investigation is carried out, and a report compiled;
- to meet the complainant, if appropriate;
- if the complaint is being referred to Stage 4, notify the Clerk of the trustees to arrange the Complaints Committee.

The role of the Chair of the Complaints Committee

The Chair of the Complaints Committee has a key role, ensuring that:

- 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;
- the remit of the Complaints Committee is explained to the complainant;
- the 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);
- key findings of fact are made, and that any issues not previously mentioned in writing should not be raised at the meeting and, if they are mentioned at the meeting, these should not be noted or considered by the Complaints Committee;
- both the complainant and the academy/trust 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 Complaints Committee is open-minded, acts independently and no committee member has an external interest in the outcome or any involvement in an earlier stage of the procedure;
- the meeting is minuted.

Part 2: Concerns or complaints from other persons

Part 1 of this complaints policy applies only to complaints made by parents or carers of current registered pupils of the trust. However, the trust wishes to work closely with other members of the local community and will deal with their concerns and complaints as follows:

- 1 **Stage 1** - a concern regarding an academy or its operations may be made to any member of staff. That member of staff will attempt to resolve the matter immediately or may, if appropriate, refer the matter to their line manager or member of the senior leadership team (SLT) who is best placed to deal with the concern. It is expected that most concerns will be responded to orally or in writing within five school days. If a longer period is required, you will be kept informed of the progress of the investigation.
- 2 **Stage 2** - where a concern is not resolved at Stage 1, or you wish your concerns to be dealt with immediately as a formal complaint, you should put your complaint in writing and send this to the Principal of the relevant academy to investigate. The Principal may delegate the task of investigation and/or responding to the complaint to a member of SLT or may escalate the complaint straight to Stage 3. A formal response to the complaint will usually be provided within 15 school days of receipt of the letter of complaint although if a longer period is required to respond, you will be kept updated.
- 3 **Stage 3** - if you are not satisfied with the response at Stage 2, you may request a review by writing to the Clerk of the Local Governing Body of the academy. You should write to the Clerk of the Local Governing Body within 15 school days of receipt of the letter at Stage 2. Requests received outside of this time frame will only be considered if exceptional circumstances apply. The Clerk of the Local Governing Body will usually arrange for a governor to consider the complaint alone or may refer the matter to the Clerk of the Trust Board to convene a Complaints Committee on the same terms as set out in Part 1 of this complaints policy. The decision at this stage will usually be sent to you within 15 school days of receipt of the request for a review or within five school days of the Complaints Committee hearing (as applicable).
- 4 **Stage 4** - if you are dissatisfied with the decision at Stage 3, you are entitled to refer your complaint to the Education and Skills Funding Agency (ESFA) as outlined in Part 1 of this complaints policy.

Concerns or complaints regarding the Principal or the trust should be referred direct to the Clerk of the Trust Board at TLET Central Office, c/o Houlton School, Signal Drive, Houlton, Rugby, CV23 1ED who will arrange for the stages above to be considered by an appropriate person.

Part 3: Repetitious and vexatious complaints and complaints pursued in an otherwise unreasonable manner

There are rare circumstances where we will deviate from the Complaints Procedure set out in Parts 1 and 2. These include, but are not necessarily limited to:

1 Repetitious, including serial and/or persistent, complaints

Where the complainant's complaint is the same, similar to or based on the same facts of a complaint which has already been considered in full and we have:

- taken every reasonable step to address the complainant's concerns; and
- given the complainant a clear statement of our position and their options,

We will write to the complainant to advise that the complaints procedure has been exhausted and that we will not be responding to any further correspondence in relation to these matters. The complainant will be referred to Stage 4.

2 Vexatious complaints

The Office of the Independent Adjudicator defines the characteristics of a 'frivolous' or 'vexatious' complaint as:

- complaints which are obsessive, persistent, harassing, prolific or repetitious;
- insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason;
- insistence upon pursuing meritorious complaints in an unreasonable manner;
- complaints which are designed to cause disruption or annoyance; and
- demands for redress that lack any serious purpose or value.

Examples include but are not limited to:

- refusal to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- refusal to co-operate with the complaints investigation process;
- refusal to accept that certain issues are not within the scope of the complaints procedure;
- insistence on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice;
- introducing trivial or irrelevant information which they expect to be taken into account and commented on;
- raising large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;

- making unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
- changing the basis of the complaint as the investigation proceeds;
- seeking an unrealistic outcome, such as the inappropriate dismissal of staff;
- making excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with;
- knowingly providing falsified information;
- publishing unacceptable information on social media or other public forums.

3 Complaints pursued in an otherwise unreasonable manner

Where the complainant's behaviour or language towards staff, governors or members is aggressive, abusive, offensive, discriminatory or threatening or insulting personal comments are made about, or threats are made towards, staff.

In the circumstances outlined in (2) and (3) above, we may:

- inform the complainant that we consider their complaint to be vexatious or the manner in which they are pursuing their complaint to be unreasonable and why, and ask them to desist;
- conduct the Complaints Committee on the papers only i.e. not hold a hearing;
- refuse to consider the complaint any further and refer the complainant directly to Stage 4.

We may also restrict the complainant's access to the academy, e.g. requesting contact in a particular form (for example, letters only), requiring contact to take place with a named person only, restricting telephone calls to specified days and times or number of contacts or banning the complainant from the academy's premises.

Where the complainant's behaviour is so extreme that it threatens the immediate safety and welfare of staff, governors, trustees or members we will consider other options - for example, reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of that action.

4 Complaint campaigns

For the purposes of this policy, a complaint campaign is defined as a complaint from three or more separate individuals (whether or not connected with the academy) which are all based on the same subject. Depending on the subject in question, we may deviate from the procedure set out in this policy and instead:

- send a template response to all complainants; and/or
- publish a single response on the academy's website (as applicable).

8. Monitoring

- 8.1 It is the responsibility of the Trust Board, and those to whom they delegate authority, to ensure that the principles and procedures of this policy are adhered to. The use of this policy will be subject to routine monitoring to ensure its fidelity in practice.
- 8.2 This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any individual (with due regard to their protected characteristics), and it helps to promote equality across the Trust.



Appendix 1 - Complaint Form Template for Stage 2

Please complete and return to the designated recipient as outlined in **paragraph 2.1** of this policy, who will acknowledge receipt and explain what action will be taken.

TLET Complaint Form Template

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 academy 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:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Action taken:

Date:

Appendix 2 – Summary of complaints procedure for parents and carers (Part 1)

Stage 1: Informal concerns	Parent brings complaint to attention of member of staff
	Issue to be resolved (guide: within 15 school days)
	Where no satisfactory solution has been found, parent to be advised that they should proceed to Stage 2
Stage 2: Formal Written Complaint: Investigated by nominated staff member	Parent to put complaint in writing using Complaint Form within 15 school days
	Complaint to be acknowledged within 5 school days
	Meeting with parents within 10 school days (where appropriate)
	Response to the complaint sent within 15 school days
Stage 3: Formal Written Complaint: Investigated by Principal	Parent to put complaint in writing to Principal within 15 school days of receiving notice of outcome of stage 2.
	Complaint to be acknowledged within 5 school days
	Meeting with parents within 10 school days (where appropriate)
	Response to the complaint sent within 15 school days
Stage 4: Referral to Complaints Committee	Parent to request hearing within 15 academy days of receiving notice of the outcome of Stage 3
	Request to be acknowledged within 5 school days
	Hearing to take place within 20 school days of receipt of request
	Notification of date, time and place of the hearing and details of the committee members present sent at least five school days before the hearing

	Academy representative and parents to submit evidence in support of their case to Clerk of the Trust Board at least 3 school days before the hearing
	Complaints Committee decision sent not more than five school days after the hearing

