



# Complaints Policy

COMPLAINTS POLICY AND PROCEDURES

CONCORDIA MULTI ACADEMY TRUST

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# 1. Document Control

## Amendment History

Version No.	Date	Comments
2.0	June 2022	
3.0	Sept 2022	Updated wording to mirror order of support
4.0	Jan 2023	Update to include option of remote meeting and clarification on who a complaint should be sent to
4.1	Sept 2023	Annual review
4.2	Nov 2023	Updated following feedback and review

## Review Dates

Next Review Date
December 2024 (Annual review)

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## Approver(s)

Name	Role
Tracy Webb	Chief Executive Officer (CEO)

## 2. Introduction

Complaints relating to the following issues are covered by a separate/specific policy.

- **Staff grievances & disciplinary issues:** these matters will be dealt with through the internal grievance and disciplinary policies of the Trust and individual schools.
- **Whistleblowing:** The Trust has specific whistleblowing policies & procedures.
- **Complaints re external providers:** providers should have their own procedures to deal with complaints and should be contacted directly.
- **Admissions:** please see the Trusts admissions statement.

This policy complies with Schedule 1, Part 7 of the Education (Independent School Standards) (England) Regulations 2014 and advice given by the Education Funding agency with regard to dealing with complaints in Academies and Multi Academy Trusts.

### Scope of the Procedure

Complainants may be anyone with an interest in the work of the school or Multi Academy Trust (MAT). It is expected that it will be mainly parents/carers or guardians who will make use of the procedures outlined in this policy, but please note the same procedures will be used for complaints from people who are not parents of pupils within the Trust.

### Policy Aim

The aim of this policy is to ensure that a concern or complaint is managed sympathetically, efficiently and at the appropriate level and resolved as soon as possible. Doing so is good practice, and it is fair to those concerned and helps promote confidence in the schools'/Trust's ability to respond fairly and promptly when an issue arises. We will aim to resolve every concern or complaint in a positive way ensuring transparency at every stage.

Concordia Multi Academy Trust expects that most concerns can be resolved informally but guarantees to treat seriously and confidentially all complaints whether raised informally or formally.

### Policy Statement

We need to know as soon as possible if there is any cause for complaint. We recognise that a concern which is not resolved quickly and fairly can soon become a cause of resentment, which could be damaging to relationships. We intend that anyone making a complaint should never feel or be made to feel that a complaint will be taken amiss or will adversely affect a pupil or his/her opportunities at any of the schools in the Trust. The policy does, however, distinguish between a concern or difficulty which can be resolved informally and a formal complaint which will require further investigation.

We also recognise that the impact on our staff can be significant and their own wellbeing may be affected if there is a complaint made against them. Within Concordia Multi Academy Trust wellbeing of our employees is paramount. For that reason, we will consider offering a colleague to support a member of staff whilst a complaint is being investigated. This decision will be made by the Headteacher, Chair of Local Academy Board or the CEO.

### 3. Definitions

A concern may be 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’.

For the purpose of this policy, a “**complaint**” can be defined as ‘an expression of dissatisfaction’ towards the actions taken or a perceived lack of action taken.

A “**concern**” can be defined as ‘an expression of worry or doubt’ where reassurance is required. For the purpose of this policy, concerns will not be classed and addressed as complaints. Concerns should be addressed through communicating with school/Trust leaders

Complaints can be resolved formally, through this procedure, or informally dependent on the complainant’s choice. Any complaint will be taken seriously, whether formally or informally, and the appropriate procedures will be implemented.

A “**grievance**” is an issue raised by a member of staff where they feel the school/ Trust has not implemented a policy or process fairly or properly. Grievances will be dealt with in line with the Trust’s Grievance Policy.

For the purpose of this policy, “**unreasonable complaints**” include:

- ⦿ Vexatious complaints, which:
  - ⦿ Are obsessive, persistent, harassing, prolific, repetitious.
  - ⦿ Insist upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason.
  - ⦿ Insist upon pursuing meritorious complaints in an unreasonable manner.
  - ⦿ Are designed to cause disruption or annoyance.
  - ⦿ Demand for redress which lacks any serious purpose or value.
  
- ⦿ Serial or persistent complaints, which:
  - ⦿ Are duplicated, sent by the same complainant once the initial complaint has been closed.
  - ⦿ Are new complaints that are submitted additionally, as part of an existing open complaint, by the same complainant

It is in everyone’s interest that concerns, and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint’s procedure. All schools/Trust should take concerns seriously and should make every effort to resolve the matter as quickly as possible.

Where a Parent/Carer has difficulty discussing a concern with a particular member of Staff, the School/Trust should respect those views and arrange an alternative Staff member who will listen to the Parent/Carers or person making the complaint. Similarly, if the member of Staff directly involved feels unable to deal with a concern, the school/Trust may wish to nominate a different member of Staff to deal with any such requests. The ability to consider the concern objectively and impartially is more important.

## **Anonymous complaints**

Anonymous complaints will not normally be investigated, however, the Headteacher or Chair of the Local Academy Board in consultation with the CEO will determine whether the complaint warrants an investigation.

## **Timescales**

The complaint must be raised within 3 months of the incident or, where a series of associated incidents have occurred, within 3 months of the last of these incidents. In exceptional circumstances those timescales can be extended.

Wherever possible the school/Trust will adhere to the timescales as stated in this complaints policy if this is not possible the delay and reason for the delay will be communicated to the complainant.

Where other bodies are investigating aspects of the complaint, for example the Police, Local Authority (LA) Safeguarding teams or Tribunals, this may impact on the school or Trust's ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against the school/Trust in relation to their complaint, consideration will be given as to whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Complaints received outside of term time will be deemed to have been received on the first school day after the holiday period.

## 4. How to raise a concern or make a complaint

### Stage 0 - Informal Concern

#### Concerns

Concerns raised by parent/carers should be resolved informally. This process should also be followed if it is perceived a complaint may be made in the future, enabling preventative steps to be taken.

#### Unresolved concerns

If the issue cannot be resolved as an informal complaint, then it should be referred as follows for an investigation in accordance with Stage 1.

#### Record of concerns

In the case of concerns raised under Stage 0 of this procedure, the only record of the concern and its resolution will be file notes by the person dealing with the complaint and/or file correspondence between the person raising the concern and the respondent.

### Stage 1 - Formal Complaint

Complaints are expected to be made as soon as possible after an incident arises to address the issue in an appropriate timescale. The school/Trust upholds a three-month time limit in which a complaint can be lodged regarding an incident. Complaints made outside this time limit will not be automatically refused and exceptions will be considered. In the case of any timescales changing, all parties involved will be informed of the changes in a timely manner. Complaints should be made using the appropriate channels of communication, including the use of the Complaints Form. All complaints shall be considered, whether they are made in person, by telephone, in writing, electronically via email, or via a third party (such as the Citizen's Advice Bureau), providing they are not anonymous.

#### Notification

A complaint against school staff (except the Headteacher) should be made in the first instance to the Headteacher via the school office preferably on a completed complaint form and include details of the complaint, who has been contacted and possible outcomes to resolve the issue. The member of staff receiving the complaint should record this on the form for record purposes.

At no point during the process should complainants' approach individual members of the Local Academy Board (previously known as Governors) to raise concerns or complaints. These representatives have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure (prior knowledge). Where a direct approach is made to a Representative of the Local Academy Board, he/she should refer the matter to the Headteacher.

For ease of use, a Complaint Form (Appendix B) has been included in this complaints policy.

#### Acknowledgement

The complaint will be acknowledged in writing normally within 3 school days (definition of school days exclude weekends, school holidays and bank holidays) of receipt during term time. The



acknowledgement will indicate the action that is being taken and the likely timescale for resolution. Complaints received outside of term time will be deemed to have been received on the first school day after the holiday period. If school is closed when a complaint is received, the acknowledgement will be provided within 3 working days as above.

## 5. Resolving complaints

At each stage in the procedure, the school/Trust wants to resolve the complaint. If appropriate, the school/Trust will acknowledge that the complaint is upheld in whole or in part. In addition, the school/Trust 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 the school/Trust will try to ensure the event complained of will not recur
- ◁ an explanation 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 any changes will be made
- ◁ an undertaking to review policies in light of the complaint
- ◁ an apology.

### Withdrawal of a complaint

At any point during the process a complainant may withdraw their complaint, they will be asked to confirm this in writing.

### Investigation and resolution

The Headteacher/Chair of Local Academy Board/Chair of the Trust Board/Chief Executive Officer (CEO) will review the complaint and decide on the investigating officer. This may include delegating to a senior member of staff, representative of the Local Academy Board, Trustee, or Member. The 'investigating officer' may request additional information from the complainant and will fully investigate the issue. In all cases, the investigating officer will meet or speak with the parent/carer or complainant to discuss the matter. The Investigating officer is able to appoint another party or additional personnel to support to carry out the investigation, in agreement with the CEO or Chair of Trustees.

Complaints that involve members of school staff, volunteers or third parties (excluding the Headteacher) should be raised directly with the Headteacher. The Headteacher will either investigate the complaint or delegate to another member of staff. At the conclusion of their investigation a formal written response will be provided.

Complaints that involve or are about the Headteacher should be addressed to the Clerk of the Trust Board [trust@concordiamat.co.uk](mailto:trust@concordiamat.co.uk) on a completed complaint form. These complaints will be investigated by the CEO, who may consider appointing an independent investigator. At the conclusion of their investigation a formal written response will be provided.

Complaints about representatives of the Local Academy Board should be addressed to the Clerk of the Trust Board [trust@concordiamat.co.uk](mailto:trust@concordiamat.co.uk) on a completed complaint form. These complaints will be investigated by a Trustee or delegated to the CEO to be the investigating officer. At the conclusion of their investigation a formal written response will be provided.

Complaints about the Chair of the Local Academy Board should be addressed to the Clerk of the Trust Board [trust@concordiamat.co.uk](mailto:trust@concordiamat.co.uk) on a completed complaint form. These complaints will be investigated by the Trust Board, who may consider appointing an independent investigator. At the conclusion of their investigation a formal written response will be provided.

Complaints about members of the Central Team, (excluding the CEO and Clerk) should be addressed to the Clerk to the Trust Board [trust@concordiamat.co.uk](mailto:trust@concordiamat.co.uk) on a completed complaint form. These

complaints will be investigated by an appropriate line manager, who may consider appointing an independent investigator. At the conclusion of their investigation a formal written response will be provided.

Complaints about the Clerk should be addressed to the CEO [ceo@concordiamat.co.uk](mailto:ceo@concordiamat.co.uk) on a completed complaint form. These complaints will be investigated by the CEO, who may consider appointing an independent investigator. At the conclusion of their investigation a formal written response will be provided.

Complaints about Trustees should be addressed to the Clerk to the Trust Board [trust@concordiamat.co.uk](mailto:trust@concordiamat.co.uk) on a completed complaint form. These complaints will be investigated by the Chair of the Trust Board. If the complaint is about the Chair of Trustees then Members will investigate Members, who may appoint an independent investigator. At the conclusion of their investigation a formal written response will be provided.

There may be occasions where it is necessary or reasonable to deviate from the published complaints procedure. In these circumstances we will notify the complainant. If the CEO acts as the investigating officer, any appeals against a decision will be directed to a Trustee panel who will conduct the stage 2 investigation.

### **Outcome**

The aim is to inform any complainant of the outcome of an investigation and the resolution to the complaint within 15 working days from the receipt of the complaint. Please note that any complaint received during a school holiday or within 15 working days of the end of term or half term may take longer to resolve. Every effort will be made to conclude an investigation within 15 working days but in the event of the investigation taking longer, the investigator will write to the complainant to explain the reason for requiring a longer period of time and provide an indication of timescales (where possible).

### **Record of complaints**

Written records will be kept of any meetings and interviews held in relation to the complaint.

### **Stage 1 Unresolved Complaints**

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2.

## 6. Stage 2 – Formal Complaint

### Request

A request to escalate to Stage 2 must be made in writing by the complainant within 5 school days of the date of the decision made at Stage 1. This request should be made to the Clerk to the Trust Board [Trust@concordiamat.co.uk](mailto:Trust@concordiamat.co.uk) including a copy of the original written complaint, indicating which matters remain unresolved.

### Acknowledgement

Where a request is received, the Clerk to the Trust Board will act as Clerk to the Complaints Panel.

The complaint will be acknowledged in writing normally within 3 school days of receipt during term time and as soon as practicable during the holidays. The Clerk will be the contact point and inform the complainant of the steps involved in the process.

### Complaint panel hearing

The Clerk will aim to convene the complaints panel hearing as soon as possible and inform the complainant, normally no later than 20 working days after receipt 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, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

At least 15 School 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 (subject to the 3 dates being offered) and that the venue and proceedings are accessible. The meeting may be held remotely subject to the agreement of all parties.
- request copies of any further written material to be submitted at least 10 School days before the meeting.

Any written material will be circulated to all parties at least 7 school days before the date of the meeting. The committee will not accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The complaints panel will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The complaints board will reach a decision and make any recommendations within 10 working days of the hearing. The decision reached is final

In the event that the complainant believes the Trust did not handle their complaint in accordance with the published complaints procedure they may refer the matter to the Education and Skills

Funding Agency (ESFA) after they have completed Stage 2. The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by the school. They will consider whether the school has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the ESFA as below:

- calling the National Helpline on 0370 000 2288
- using the ESFA's [Contact Form](#)
- writing to the ESFA at the following address - Academy Complaints and Customer Insight Unit, Education and Skills Funding Agency, Cheylesmore House, Coventry, 5 Quinton Road, Coventry, CV1 2WT.

### **Notification of the complaints board decision**

The complaints board's findings will be sent, in writing, to the Clerk, to the parents/carers, the Headteacher and, where relevant, to the person complained about. The letter will state the reasons for the decision reached and any recommendations made by the LAB or TB including the above details re appealing to the ESFA.

### **Record Keeping**

The school and/or trust will keep a record (minutes of meetings, correspondence, written evidence) of all complaints, appeals, decisions, and recommendations of the complaints board.

### **Complaints panel membership**

The complaints panel will consist of two representatives who have not previously been involved in the complaint and one person independent of the management and running of the school/Trust.

In deciding the make-up of the complaints panel, representatives need to try and ensure that it is a cross-section of the categories and sensitive to the issues of race, gender, and religious affiliation.

The Chair of the complaints panel will be agreed prior to the meeting after discussion with the Clerk.

### **The remit of the complaints panel**

The complaints panel can:

- 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
- where appropriate, recommend changes to the school's or Trust's systems or procedures to ensure that problems of a similar nature do not recur.

The aim of the hearing, which will be held in private, will always be to resolve the complaint and achieve reconciliation between the school/Trust and the complainant. The Chair of the complaints panel will ensure that the proceedings are as informal as possible. The order of the complaints meeting is outlined in appendix A.

In exceptional circumstances and in relation to more complex cases the complaints panel may choose to adjourn the meeting to further deliberate, request additional information or commission an independent investigation.

### **Attendance**

- ◁ The meeting may be held remotely subject to the agreement of all parties.
- ◁ Prior consent of all parties attending will be sought before the meeting.
- ◁ The complainant is permitted to be accompanied by a suitable companion , for instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by their union
- ◁ At the complaint panel meeting, the complainant, and representatives from the school, as appropriate, will be present. Each will have an opportunity to provide an overview of the complaint.
- ◁ Minutes taken during the meeting

## 7. Roles and Responsibilities

### The complainant

The complainant will get a more effective and timely response to their complaint if they:

- ◁ Follow these procedures
- ◁ Co-operate with the school throughout the process, and respond to deadlines and communication promptly
- ◁ Ask for assistance as needed
- ◁ Treat all those involved with respect
- ◁ Do not publish details about the complaint on social media

### The investigator(s)

An individual or individuals who are appointed to look into the complaint and establish the facts.

They will:

- ◁ Meet with all relevant parties, keeping notes
- ◁ Consider records and any written evidence and keep these securely
- ◁ Prepare a comprehensive report to the headteacher or complaints committee, which includes the facts and potential solutions

The Clerk will:

### Clerk

For Stage 2 complaints, the clerk will:

- ◁ Keep the complainant up to date at each stage in the procedure
- ◁ Be the contact point for the complainant and the complaints committee, including circulating the relevant papers and evidence before complaints committee meetings.
- ◁ Arrange the complaints hearing
- ◁ Record and circulate the minutes and outcome of the hearing
- ◁ Make sure the process runs smoothly by liaising with staff members, the headteacher, chair of the Local Academy Board, Clerk and or CEO and chair of trustees

Be aware of issues relating to:

- ◁ Sharing third party information
- ◁ Additional support needed by complainants, for example interpretation support or where the complainant is a child or young person
- ◁ Keep records

### Complaints panel chair

The chair will:

Chair the meeting, ensuring that everyone is treated with respect throughout

Make sure all parties see the relevant information, understand the purpose of the committee, and are allowed to present their case

### **Principles for investigation**

When investigating a complaint, we will try to clarify:

What has happened

Who was involved

What the complainant feels would put things right



## 8. Persistent or serial/unreasonable complaints

Concordia Multi Academy Trust 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 school/Trust. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive, or threatening.

Concordia Multi Academy Trust defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school/Trust. Such as if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate 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 with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers 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 complaint where the school/Trust complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school/Trust 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
- makes threats of or is violent
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school/Trust 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 it could delay the outcome being reached.

Whenever possible, the headteacher, Chair of Local Academy Board, CEO or Trustee will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the headteacher, Chair of Local Academy Board, CEO or Trustee or appointed legal representative will write to the complainant explaining that their behaviour is unreasonable and ask them to change it.

For complainants who excessively contact Concordia Multi Academy Trust 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 any premises that are associated to Concordia Multi Academy Trust.

If staff feel uncomfortable during meetings or believe that their words are being misinterpreted or changed intentionally, we will insist that there are at least two members of staff in attendance for meetings. A decision to make notes of the meeting will be made by the Headteacher or the person conducting the meeting.

In all of these cases, the Trust reserves the right to regard the complaint as persistent or serial and to refuse to investigate it under the procedure in this Complaints Policy, if it appears reasonable and fair to do so, having regard to the circumstances surrounding the complaint.

Where the Trust decides that a complaint is persistent or serial and will not be investigated, the school will write to the Complainant within five school days of the complaint being raised to notify them of the decision.

If the Complainant is unhappy with the decision not to investigate a persistent or serial complaint, they may write to the Chair of Local Academy Board or the CEO to ask for the decision to be reviewed. The Chair of Local Academy Board or CEO will be provided with all documentation relating to the current complaint and any previous complaints which were relevant to the decision, together with the letter from the school/Trust to the complainant and will review the decision not to investigate the complaint. The Chair of Local Academy Board or CEO will not investigate the complaint itself during this review. If the CEO has been involved in the investigation of the original complaint, the Complainant should write to the Chair of the Board of Trustees to ask for the decision to be reviewed.

The Chair of Local Academy Board, CEO or Chair of Trustees will write to the Complainant with the outcome of the review within ten school days of the date that the letter from the Complainant seeking the review was received.

If the Chair of Local Academy Board, CEO or Chair of Trustees overturns the decision not to investigate the concern or complaint, it will be referred to the School/Trust to be dealt with under the procedure in this Complaints Policy in the usual way.

If the Chair of Local Academy Board or Chair of Trustees upholds the decision not to investigate the concern or complaint, the Complainant may refer the concern or complaint to the Education and Skills Funding Agency.

In exceptional circumstances, the Chair of Local Academy Board or Chair of Trustees can delegate the responsibility for the review to the Vice-Chair of Local Academy Board or Vice-Chair of Trustees.

Further to the above, the School/Trust may consider ending communication with a complainant if:

- ⦿ It has taken every reasonable step to address the complainant's concerns
- ⦿ The complainant has been given a clear statement of the School/Trust's position and the options available

- The complainant contacts the School/Trust repeatedly, making substantially the same points each time.

The case to stop responding is stronger if:

- The complainant's letters, emails, or telephone calls are often or always abusive or aggressive
- The complainant makes insulting personal comments about or threats towards staff
- The School/Trust has reason to believe that the complainant is contacting the school with the intention of causing disruption or inconvenience

Alternatively, the School/Trust may suggest that the Complainant asks a third party to act on their behalf when communicating with the school, such as the local Citizen's Advice Bureau.

If the School/Trust has decided that it is appropriate to stop responding, it must inform the individual accordingly. Parents and carers will however be provided with the information they are legally entitled to, and the School/Trust will at all times act reasonably and consider any new complaints.

If an individual's behaviour is causing a significant level of disruption, regardless of whether or not they have raised a complaint, school/Trust will implement a tailored communication strategy.

If an individual persists to the point that may constitute harassment, legal advice will be taken and further action may be considered.

## Appendix A – Order of complaints board hearing

1. The Chair welcomes the complainant and his/her representative and introduces the board including the role of the Clerk and procedure for taking minutes.
2. The Chair explains the purpose of the meeting, the procedure and asks for confirmation that all written evidence has been made to all parties.
3. The complainant is invited to explain the complaint calling in witnesses if appropriate.
4. Members of the complaints board are invited to ask questions of the complainant and any witnesses.
5. The complainant and companion leave the meeting.
6. The Chair welcomes the person complained against and his/her representative. The Chair explains the purpose of the meeting, the procedure and asks for confirmation that all written evidence has been made to all parties.
7. A response to the complaint is given including a description of the action taken to address the complaint at Stages 1 & 2 of the procedure and calling witnesses if appropriate.
8. Members of the board are invited to ask questions.
9. The person complained about, and representative then leave the meeting.
10. The complainant, together with his/her representative are invited back into the room to make a final statement and informed that the decision of the board will be communicated in writing of within 10 working days.
11. The person complained about, and representative are invited back into the room to make a final statement and informed that the decision of the board will be communicated in writing within 10 working days.
12. The board will consider the information that has been presented and must reach a majority decision. The board will also decide what action if any to take to resolve the complaint and if appropriate recommend to the Local Academy Board/Board of Trustees any changes to ensure similar complaints are not made in the future. The Clerk will be asked to leave, and the deliberations will not be recorded.
13. The Chair of the complaints board will liaise with the Clerk to confirm all outcomes in writing to both parties in accordance with the complaint's policy.

## Appendix B - Complaint Form

Please complete and return to the Clerk to the Trust, [Trust@concordiamat.co.uk](mailto:Trust@concordiamat.co.uk) who will acknowledge receipt and explain the complaints process.

What action, if any, have you already taken to try to resolve your complaint? (Who did you speak to and what was their response?)

<b>Your name:</b>
<b>Pupil's name (if relevant):</b>
<b>Your relationship to the pupil (if relevant):</b>
<b>Address:</b>
<b>Postcode:</b>
<b>Day time telephone number:</b>
<b>Evening telephone number:</b>
<b>Please give details of your complaint, including whether you have spoken to anybody at the school/Trust about it.</b>
<b>What actions do you feel might resolve the problem at this stage?</b>
<b>Are you attaching any paperwork? If so, please give details.</b>
<b>Signature:</b>
<b>Date:</b>
<b>Official use</b>
<b>Date acknowledgement sent:</b>
<b>By whom:</b>
<b>Complaint referred to:</b>
<b>Date:</b>