



ANGLIAN LEARNING

## COMPLAINTS POLICY AND PROCEDURE

THIS POLICY WAS APPROVED:	1 OCTOBER 2019
POLICY VERSION	2.0
THIS POLICY WILL BE REVIEWED:	AUTUMN 2021
MEMBER OF STAFF WITH RESPONSIBILITY FOR REVIEW:	CEO
THIS POLICY WAS CONSULTED WITH	TRUST LEADERSHIP TEAM APRIL 2019
THIS POLICY WAS DISTRIBUTED TO:	ACADEMIES LEADERSHIP GROUP OCTOBER 2019 CHAIR OF GOVERNORS OCTOBER 2019

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## **1. Introduction**

- 1.1. Anglian Learning is committed to developing a strong partnership with pupils, parents / carers and other stakeholders. This provides a good basis for mutual understanding and for preventing and resolving complaints.
- 1.2. We hope that the adoption of a clear complaints procedure will help to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible. In this way complainants can feel assured from the outset of a fair hearing, in line with a defined procedure for dealing with issues that have not immediately been resolved. We also hope that a staged framework might prevent an early and unnecessary escalation of the problem. In addition, we will ensure that lessons learned from the investigation of complaints will prove useful to improve the Trust's and Academy's policy and practice.
- 1.3. Anglian Learning is governed by a Board of Trustees who are responsible for, and oversee, the management and administration of schools within the Trust. Anglian Learning appoint a Local Governing Body, including elected parent governors, to whom is delegated responsibility for oversight and day to day management of the schools.
- 1.4. Governors of schools (academies) within Anglian Learning have adopted the following procedure to deal with formal complaints from members of the school community and general public about appropriate matters relevant to the running of the Academy or wider Trust. This procedure is to be used only when informal attempts to resolve problems have been unsuccessful.

## **2. Scope**

- 2.1. There is a difference between a concern and a complaint.

A concern may be treated as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of actions by the Trust, Academy or its staff that affects an individual or a group and requires a response from the Trust or Academy. This procedure deals with such complaints if made by a pupil, a parent or other external stakeholder, except that there are separate appeals procedures for a parent dissatisfied with a decision regarding either the admission or the exclusion of their child and for appeals against the grade awarded to their child in an external examination.

- 2.2. There are also separate procedures to deal with a complaint raised by or on behalf of a member of staff. These include the Grievance Procedure for a complaint by an employee of unfair treatment, the Bullying and Harassment Procedure for an employee complaining of bullying or intimidation, the Disciplinary Procedure for an employee complaining about the conduct of another member of staff and the Whistle Blowing Procedure for an unresolved allegation of institutional malpractice. Where disciplinary procedures have been undertaken against a member of staff, these remain confidential and the process and outcomes cannot be shared with parents or pupils. As such dissatisfaction

with any disciplinary process cannot be pursued through the Complaints Policy outlined below.

### **3. Principles**

- 3.1. We believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting involving the key people involved.
- 3.2. Informal queries and complaints should be taken up directly with the relevant member of staff either verbally or in writing. Formal complaints concerning an individual Academy should be addressed to the appropriate Headteacher in writing (or to the Chair of the Local Governing Body if the complaint is in relation to the Headteacher); complaints concerning the work of the Trust should be addressed to the CEO (or to the Chair of Trustees if the complaint is in relation to the CEO).
- 3.3. Trust complaints are defined as complaints which have an impact on the whole Trust or multiple academies within the Trust or are complaints against central staff who are not linked to any individual Academy. For example, a Trust complaint could be a complaint against a policy or procedure which is Trust wide. For further information about what constitutes a Trust complaint, please contact the Clerk to the Trust.
- 3.4. Complaints against the Trust will follow the same procedure as detailed below but with the CEO in the role of Headteacher, the Chair of Trustees in the role of the Chair of the Local Governing Board, a nominated Trustee in the role of the CEO and the Trust Board in the role of the Local Governing Body (Appendix E).
- 3.5. All complaints will be acknowledged via email within two academy days of receipt during term time and dealt with as quickly and efficiently as possible. The length of the period will vary with the gravity and complexity of the complaint and the urgency with which it needs to be settled. However, the intention is that all complaints should be settled within a period which is reasonable in the circumstances.
- 3.6. All formal complaints will be investigated fully, fairly and carefully and complainants will be kept informed of progress.
- 3.7. The aim is always to secure the resolution of the complaint to the satisfaction of the complainant as far as is possible.
- 3.8. Complainants may have communication preferences due to: disability; learning difficulties; difficulties using English. The academy or Trust will allow alternative methods of contact in such circumstances.
- 3.9. The academy and Trust will refuse to accept, as evidence, recordings of conversations that were obtained covertly and without informed consent of all parties being recorded.

### **4. Representation**

- 4.1. At any stage, the complainant may be accompanied by a friend, colleague or other representative. In this case, the complainant should make their own arrangements for such representation. The representative may ask questions, confer with the complainant and make summary statements but may not answer questions on

behalf of the complainant. Neither the academy, Trust nor complainant can bring legal representation.

## **5. Stage One: Informal**

- 5.1. Wherever possible an attempt to resolve the complaint informally should be made. Informal complaints or concerns should be raised with the relevant member of staff directly, for example class teacher, tutor, curriculum or pastoral leader. Where an informal complaint is raised with the Headteacher (or CEO for Trust complaints), it will normally be passed to the most appropriate member of staff to deal with it informally. If the complainant indicates that they would have difficulty discussing the complaint with this member of staff, the Headteacher may direct them to another member of staff. Similarly, if the most appropriate member of staff feels they would have difficulty in dealing with the complaint objectively, the Headteacher may direct the complainant to another member of staff.
- 5.2. In certain circumstances, the Headteacher may instead choose to deal with the complaint informally in person, or the relevant member of staff may ask the Headteacher to deal with it informally in person.
- 5.3. If the complaint has been made to the Chair of Governors (or Chair of Trustees for Trust complaints), CEO or member of the Trust Leadership Team in the first instance, he or she will refer the complaint to the Headteacher (or CEO for Trust complaints). However, if the complaint concerns the Headteacher and has already been taken up with the Headteacher without being resolved, the complaint must be made in writing, either electronically or on paper, to the Chair of Governors using the Complaint Form (Appendix A). The Chair will then invoke the formal procedure.
- 5.4. The member of staff to whom the complainant is referred will carry out an investigation and decide on any appropriate action. The complainant and the Headteacher will be informed of the conclusions drawn from the investigation and action to be taken, together with details of how to make a formal complaint if they remain dissatisfied.
- 5.5. It is a precondition to the operation of this policy that the complainant shall have made reasonable attempts to seek an informal resolution and shall have acted in relation to the matter in a reasonable and measured way. The Chair of Governors shall have a discretion, which will be exercised reasonably, not to allow a complaint to be pursued where this precondition has not been met.
- 5.6. Every effort will be made to resolve the problem to the satisfaction of the complainant at this informal stage. Possible outcomes include:
  - (i) complaint resolved to the satisfaction of the complainant;
  - (ii) complaint not resolved to the satisfaction of the complainant;
  - (iii) complaint dealt with under another procedure.

## **6. Stage Two: Formal Resolution: Investigation by a member of the Leadership Team or nominated Governor / Trustee**

- 6.1. If the complainant is not satisfied with the outcome of the informal process, they should outline their concerns by completing the Trust Complaint Form (Appendix A), either electronically or on paper and send to the Headteacher (CEO for Trust

complaints). We would normally expect unresolved informal complaints to be brought to Stage 2 as soon as possible after Stage 1 has been exhausted. This is to ensure that they can be reasonably investigated under that process. In circumstances where a significant period of time has elapsed between either an informal complaint being made or the subject of the complaint occurring, it may not be reasonably practical to consider the complaint further. If this is the case we will advise you of this under Stage 2 of the Complaints Process.

- 6.2. The Headteacher / (CEO for Trust complaints) will ensure the complaint is investigated fully within 15 academy days of the complaint being received. The Headteacher / CEO may delegate responsibility for conducting the investigation to another member of staff.
- 6.3. Where the complaint concerns the Headteacher (or CEO), the Headteacher (or CEO) will inform the complainant in writing that they should send a completed Complaint Form (Appendix A) to the Chair of Governors via the Local Governing Body Clerk (or Chair of Trustees via the Clerk to the Trust), who will then take the place of the Headteacher throughout the formal procedure.
- 6.4. The Headteacher will decide on the outcome and inform the complainant in writing of the decision, together with details of how to appeal against the decision if they remain dissatisfied within 30 academy days of receipt of the written complaint.
- 6.5. On rare occasions the decision may involve taking disciplinary action against an individual, for which there is a separate procedure. In this event, the complainant will be informed that the complaint will be pursued through disciplinary action. The Trust's disciplinary procedures require that all details of proceedings remain confidential, and consequently the complainant will not be informed of the outcome.
- 6.6. The investigator will aim to complete the investigation and respond within 15 academy days of receipt of the complaint form. If they cannot provide a full response within that time, they will write to the complainant explaining this and give a date by which full response will be provided
- 6.7. Possible outcomes include:
  - (iv) complaint withdrawn;
  - (v) complaint dismissed;
  - (vi) complaint dealt with under another procedure;
  - (vii) complaint upheld.

## **7. Stage 3 – Formal Resolution at Trust Level**

- 7.1. If the complainant remains dissatisfied and believes that a further, external review of the matter could lead to a different outcome and / or that the Stage 2 resolution procedure was incorrectly applied, they may escalate the complaint to Stage 3 Formal Resolution. The complainant must complete the Request for an External Review form (Appendix B), within 10 academy days of the complainant receiving the outcome of Stage 2, addressed to the CEO of the Trust (the Chair of the Trustees for Trust complaints), setting out briefly the facts and / make reference to previously submitted documentation. The complainant must state clearly what it is that they consider should have been done or where the academy (or Trust) has not met reasonable expectations.

If the complaint has not previously been submitted to Stage 2, the CEO / Chair of Trustees (for Trust complaints) will inform the complainant in writing that a Stage 2 process must be carried out first and that the complaint will be forward to the academy Headteacher / CEO (for Trust complaints).

- 7.2. The CEO or Chair of Trustees may appoint a member of the Local Governing Body of the academy (or Trustee), or a member of the Trust Leadership Team to investigate the complaint. The investigation will usually include the offer of a meeting with the complainant, whenever reasonably possible.
- 7.3. The investigator will put her / his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. The CEO will decide on the outcome and inform the complainant in writing of the decision, together with details of how to appeal against the decision if they remain dissatisfied within 30 academy days of receipt of the written complaint.
- 7.4. Where the complainant remains dissatisfied s/he may request the complaint is dealt with at Stage 4 by completing Appendix C, either electronically or on paper. Any such request must be set out on Appendix C, stating why the complainant remains dissatisfied, what remedies are being sought and be lodged within 10 academy days of the complainant receiving the findings in writing. The request must be addressed to the Clerk to the Trust who will convene a hearing.

## **8. Stage 4: Appeals Hearing**

- 8.1. The Complaints Panel of the Trust will consider all complaints at Stage 4.
- 8.2. The Complaints Panel will comprise of at least three people, which will include one person who is independent of the management and running of the Trust and any of its academies.
- 8.3. The Complaints Panel may also include one or more persons from the following categories:
  - (i) A member of the local governing body of the academy where the complaint emanated from;
  - (ii) A member of a local governing body from another academy within the Academy Trust;
  - (iii) A member of the Board of Trustees from the Academy Trust;

The complainant will be informed of the make-up of the panel in advance of the hearing.

- 8.4. None of the members of the Complaints Panel will have been directly involved in the matters detailed in the complaint, nor been involved in any way in Stages 1-3.
- 8.5. The Clerk will invite the academy / central Trust team to put in writing their response to the complainant's reasons. The academy / central Trust team will provide this within 15 academy days. At the end of that period (whether or not a response has been received) the Clerk will convene a meeting of the Complaints Panel. That meeting will be held as quickly as practicable given the need to find a date that is reasonably convenient for the complainant, the

academy / central Trust team and the members of the Complaints Panel. Whenever possible, the meeting will be held within 20 academy days of the end of the respondent's response time. The Clerk will circulate to the Complaints Panel, the academy (or central Trust team) and the complainant all paperwork in relation to the complaint including the names of the Complaints Panel members in good time before the meeting. At any meeting, the complainant will be entitled to be accompanied by a friend but legal representation will not be allowed. The complainant should inform the Clerk of the details of any representative who will be accompanying them in good time before the meeting.

- 8.6. The meeting is not a court case, it will be held in private, and will be as informal as circumstances allow. To support this, neither party will record proceedings using electronic devices. The meeting will usually be clerked by the Clerk to the Trust; where this is not possible, the Chair of the Panel will ensure that an alternative suitable person is appointed to fulfil the clerking function.
- 8.7. The complainant will have the opportunity to put her / his reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing and / or were not part of the initial complaint. The academy (or central Trust team) will have the opportunity to respond. Each side, as well as the Panel members, will be able to ask questions. The complainant will have the opportunity to make final comments to the Panel.
- 8.8. The Panel may make findings and recommendations and a copy of those findings and recommendations will be
  - (i) sent by electronic mail or letter and, where relevant, to the person complained about,
  - (ii) available for inspection on the academy premises by the Trust, the Headteacher and the CEO,
- 8.9. The Panel will formulate its response as quickly as reasonably possible, aiming to do so within 10 academy days of the meeting, and the Clerk will notify all concerned at the same time.
- 8.10. The Appeals Committee may:
  - (i) dismiss the complaint in whole or in part;
  - (ii) uphold the complaint in whole or in part;
  - (iii) decide on any further action to be taken;
  - (iv) if appropriate, recommend changes to the Academy's / Trust's systems or procedures to ensure that problems of a similar nature do not recur.

## **9. Attendance at a Complaints Panel Hearing**

- 9.1. The Clerk will liaise with all members of the Complaints Panel to propose and agree a date, time and venue for the meeting. This is most likely to be at the relevant academy. The Trust Board is mindful of the challenges that volunteer Governors and Trustees can encounter in finding time to prepare and attend a hearing. The Trust Board has therefore decided that the Complaints Panel Hearing will take place, wherever possible within 20 academy days of the end of the respondent's response time and will only be arranged if the complainant and / or their representative attend.



- 9.2. If the complainant fails to attend on the day without compelling reasons, the Complaints Panel Hearing will proceed in their absence.

## **10. Conclusion of Process**

- 10.1. The decision of the Complaints Panel Hearing is binding and concludes the Anglian Learning Complaints procedure. If the complainant remains dissatisfied with the outcome, he / she can contact the ESFA via this link: <https://www.gov.uk/complain-about-academy/state-academys> or by post to this address:

Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester M1 2WD.

## **11. Serial or Persistent Complainants**

- 11.1. If, at any level, a complainant attempts to reopen an issue or a closely related issue that has already been dealt with under this complaints procedure, the Chair of Governors may write to the complainant to inform him / her that the procedure has been exhausted and the matter closed, that continued correspondence may be vexatious and that the academy will not respond to any further correspondence on this issue or a closely related issue.
- 11.2. In circumstances where an academy or the Trust become the focus of a campaign and receive large volumes of complaints all based on the same subject and/or from complainants unconnected with the academy or Trust, Anglian Learning may choose to send complainants a template response to all complainants and/or publishing a single response on the academy's or Trust's website. Anglian Learning may choose to signpost complainants to the ESFA in the event complainants are dissatisfied with its response.
- 11.3. Complaints involving third parties such as those hiring facilities must be directed to the third party's own complaints procedure.

## **12. Unreasonable Behaviour**

- 12.1. Anglian Learning 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 an academy. 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.
- 12.2. Anglian Learning defines unreasonable complainants as those who, because of the frequency or nature of their contacts with the academy, hinder our consideration of their or other people's complaints.
- 12.3. A complaint may be regarded as unreasonable when the person making the complaint:

- 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 while still wishing their complaint to be resolved;
- refuses to accept that certain issues are not within the scope of a complaints procedure;
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or 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 academy's 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 time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

12.4. A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:-

- maliciously;
- aggressively;
- using threats, intimidation or violence;
- using abusive, offensive or discriminatory language;
- knowing it to be false;
- using falsified information;
- publishing unacceptable information in a variety of media such as in social media websites and newspapers.

12.5. Complainants should limit the numbers of communications with an academy while a 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 or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' judgment.

12.6. If the behaviour continues the Headteacher will write to the complainant explaining that their behaviour is unreasonable and asking 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 usually be reviewed after 6 months. In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from the school site.

### **13. Record Keeping**

13.1. A written record will be kept of all complaints that were resolved at the formal stage of the complaints procedure. The Trust reserves the right to take written minutes of the meetings. Records will contain details of whether the complaint was resolved at stage 2, stage 3 or proceeded to a stage 4 panel hearing. The action taken by the academy or the Trust as a result of a complaint (regardless of whether they are upheld) will also be recorded.

#### 13.2. Confidentiality

Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under Section 109 of the Education and Skills Act 2008 requests access to them.

In order for complaints to be resolved as quickly and fairly as possible, the Trust requests that complainants do not discuss complaints publically in social media platforms. Complaints will be dealt with confidentially for those involved and we expect complainants to observe confidentiality also.

### **14. Complaint against a member of the Local Governing Body / Chair of the Local Governing Body or against a Trustee**

14.1. Where a complaint is brought against a member of the Local Governing Body, the Chair of the Local Governing Body will investigate the complaint (or appoint another member of the Local Governing Body to do so) in the same way as in the first stage of the formal process at Stage 3. Stage 2 does not apply.

14.2. If the complaint is against the Chair of the Local Governing Body, then the Vice Chair of the Local Governing Body will investigate the complaint (or appoint another member of the Local Governing Body to do so) in the same way as in the first stage of the formal process at Stage 3. Stage 2 does not apply.

14.3. If the complaint is against a member of the board of Trustees, then the Chair of Trustees, (or in the case of a complaint against the Chair the Vice Chair) will investigate the complaint (or appoint another member of the board to do so) in the same way as in the first stage of the formal process at Stage 3. Stage 2 does not apply.

14.4. In exceptional circumstances the Chair of Trustees may at his or her absolute discretion determine that a complaint against a Principal, Executive Principal, or member of the Local Governing Body should be dealt with at Board level and if so determined by the Chair of Trustees begin at Stage 3. Stage 2 would not apply.

## **15. Complaints Relating to the Fulfilment of the EYFS Requirements**

15.1. In order to comply with the statutory framework, written concerns or complaints relating to the fulfilment of the EYFS Requirements will be dealt with in accordance with the following process:

- The written concern / complaint will be acknowledged within 5 academy days;
- The Headteacher will investigate the concern or complaint which may include meeting with the complainant and the Head of Early Years. A written response notifying the complainant of the outcome of the investigation will be sent within 28 academy days of the complaint being received.
- Where the complainant remains dissatisfied, the Headteacher will ensure that a formal complaints panel will be convened in accordance with stage 4 of this policy

A record of the written complaints and their outcome will be maintained and made available to Ofsted on request.

Parents are further advised that where you have concerns regarding the School meeting EYFS requirements they may contact Ofsted on 03001234666.

## **16. Monitoring, Evaluation and Review**

16.1. The Trust will review this procedure within two years and assess its implementation and effectiveness.

**Appendix A**

**Anglian Learning Complaint Form  
Stage 2**



<b>Section A – Your Details</b>	
Title: Mr / Mrs / Ms / Other	
Surname	
Forename	
Home Telephone Number	
Mobile Telephone Number	
Email Address	
Address and Postcode	
How would you prefer for us to contact you?	

<b>Section B Please provide details of your complaint. (Please use a continuation sheet if required).</b>
Date:
<b>What would constitute a satisfactory resolution of your complaint?</b>

**Appendix B**  
**Anglian Learning**  
**Complaint Request for an External**  
**Review Form Stage 3**



Section A – Your Details	
Title: Mr / Mrs / Ms / Other	
Surname	
Forename	
Home Telephone Number	
Mobile Telephone Number	
Email Address	
Address and Postcode	
How would you prefer for us to contact you?	

Section B - Please give reasons why you consider the response to your complaint from the Headteacher / Chair of Governors / CEO (for Trust Complaints) at Stage 2 should be reviewed.
Date:
What would constitute a satisfactory resolution of your complaint?

**Appendix C**

**Anglian Learning  
Complaint Review Request Form  
Stage 4**



Section A – Your Details	
Title: Mr / Mrs / Ms / Other	
Surname	
Forename	
Home Telephone Number	
Mobile Telephone Number	
Email Address	
Address and Postcode	
How would you prefer for us to contact you?	

Section B - Please give reasons why you consider the response to your complaint from the CEO / Chair of Trustees at Stage 3 should be reviewed.
Date:
What would constitute a satisfactory resolution of your complaint?

## Appendix D

### Complaint Procedure Summary (for complaints about an academy)

#### STAGE 1: Informal Complaints

Academy staff seek to resolve the complaint informally through discussion with the complainant. A formal complaint will not be considered unless the complainant has made reasonable attempts to seek an informal resolution.

#### STAGE 2: Formal Resolution: Investigation by a member of the Leadership Team

Written complaint via Complaint Form (Appendix A):

Action	Timescale
Received by Headteacher / Chair of Governors*	As soon as possible following outcome of informal complaint (Stage 1)
Investigation	Within 15 academy days of complaint being received
Formal Response from the Headteacher / Chair of Governors*	30 academy days from receipt of complaint if possible

\*If the complaint is about the Headteacher then the complaint will be directed to the Chair of Governors

#### STAGE 3: Formal Resolution at a Trust Level

Written complaint requesting review of Headteacher's / Chair of Governor's decision (Appendix B):

Action	Timescale
Received by CEO and Investigating Officer appointed	Within 10 academy days of complainant receiving Stage 2 response
Investigator findings in writing.	Within 15 academy days of the written complaint being received
Formal Response from CEO	Within 30 academy days of receipt of the written complaint

#### STAGE 4: Appeals Hearing

Written complaint via Complaint Review Form (Appendix C) requesting review of CEO's decision

Action	Timescale
Received by Clerk to the Trust	Within 10 academy days of complainant receiving Stage 3 response
Academy / Central Trust Team response	Within 15 academy days of the written complaint being received
Complaints Panel Meeting	Within 20 academy days of Academy response where possible
Formal Response from the Panel via the Clerk	Within 10 academy days where possible of the Complaints Panel meeting

The conclusion of Stage 4 brings to an end the Anglian Learning complaints procedure. Complainants who remain dissatisfied may wish to contact the Department for Education via this link: <https://www.gov.uk/complain-about-academy/state-academys> or by post to this address: Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester M1 2WD.



## Appendix E

### Complaint Procedure Summary (for complaints about the Trust)

Complainants should contact the Clerk to the Trust for clarification as to what constitutes a complaint about the Trust as opposed to a complaint about an individual academy, in order to determine the correct procedure to follow but the following is provided as a guide:

- Conduct of a member of the Trust Central Team
- Terms of reference of a Trust-wide policy (but not the application of that policy)
- Conduct of Trustees

#### STAGE 1: Informal Complaints

Trust staff seek to resolve the complaint informally through discussion with the complainant. A formal complaint will not be considered unless the complainant has made reasonable attempts to seek an informal resolution.

#### STAGE 2: Formal Resolution at Trust Level: Investigation by a member of the Trust Leadership Team or nominated Governor / Trustee

Written complaint via Complaint Form (Appendix A)

Action	Timescale
Received by CEO / Chair of Trustees*	As soon as possible following outcome of informal complaint (Stage 1)
Investigation	Within 15 academy days of complaint being received
Formal Response from the CEO / Chair of Trustees	30 academy days from receipt of complaint if possible

\*If the complaint is about the CEO then the complaint will be directed to the Chair of Trustees

#### STAGE 3: Formal Resolution at a Trust Level

Written complaint requesting review of CEO's / Chair of Trustees' decision (Appendix B)

Action	Timescale
Received by CEO / Chair of Trustees and Investigation Officer appointed	Within 10 academy days of complainant receiving Stage 2 response
Investigator findings in writing.	Within 15 academy days of the written complaint being received
Formal Response from CEO / Chair of Trustees	Within 30 academy days of receipt of the written complaint

#### STAGE 4: Appeals Hearing

Written complaint via Complaint Review Form (Appendix C) requesting review of Stage 3 decision

Action	Timescale
Received by Clerk to the Trust	Within 10 academy days of complainant receiving Stage 3 response
Academy response	Within 15 academy days of the written complaint being received
Complaints Panel Meeting	Within 20 academy days of Academy response where possible
Formal Response from the Panel via the Clerk	Within 10 academy days where possible of the Complaints Panel meeting

The conclusion of Stage 4 brings to an end the Anglian Learning complaints procedure. Complainants who remain dissatisfied may wish to contact the Department for Education via this link: <https://www.gov.uk/complain-about-academy/state-academys> or by post to this address: Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester M1 2WD.

## Appendix F

### Sample Agenda for Stage 4 Complaint Panel meeting

Meeting of Panel to consider any written representations (Complainant and Investigating Governor / Executive join the meeting)	Panel, Clerk
Introductions – Chair of Panel	Panel, Clerk, Investigating Governor / Executive, Complainant
Introduction to the Stage 3 report by the Investigating Governor / Executive	Panel, Clerk, Investigating Governor / Executive, Complainant
Questions to Investigating Governor / Executive about the Stage 3 report <ul style="list-style-type: none"><li>• Panel</li><li>• Complainant</li></ul>	Panel, Clerk, Investigating Governor / Executive, Complainant
Complainant Representations	Panel, Clerk, Investigating Governor / Executive, Complainant
Questions to the Complainant <ul style="list-style-type: none"><li>• Panel</li><li>• Investigating Governor / Executive</li></ul>	Panel, Clerk, Investigating Governor / Executive, Complainant
Closing remarks by the Investigating Governor / Executive	Panel, Clerk, Investigating Governor / Executive, Complainant
Closing remarks by the Complainant (Parent and Investigating Governor / Executive leave to allow the Panel to make decisions)	Panel, Clerk, Investigating Governor / Executive, Complainant
Panel's conclusions and recommendations	Panel, Clerk

## Appendix G

### Anglian Learning Complaint Procedures

#### School Complaint

All complaints that relate to the workings of a school.

**Stage 1**  
Informally seek resolution with the relevant member of staff.



**Stage 2**  
Fill out Trust Complaint form Appendix A and send it to the Headteacher. If the complaint is against the Headteacher, send it to the Chair of Trustees Board.



**Stage 3**  
Complaint sent to the CEO of the Trust.



**Stage 4**  
Complaint sent to the Clerk of the Trust who will convene a Complaints Panel of the Trust.

#### Trust Complaint

All complaints that relate to Anglian Learning policies and procedures or central staff.

**Stage 1**  
Informally seek resolution with the relevant member of staff.



**Stage 2**  
Fill out Trust Complaint form Appendix A and send it to the CEO. If the complaint is against the CEO, send it to the Chair of Trustees.



**Stage 3**  
Complaint sent to Clerk to the Trust who will forward to the Chair of Trustees/ nominated Trustee of Trust Board.



**Stage 4**  
Complaint sent to the Clerk to the Trust who will convene a Complaints Panel of the Trust.