
Creating Excellence Together,
through a culture of care

COMPLAINTS POLICY

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LEARNING TRUST

Creating Excellence Together,
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Review

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01/09/2022	2	SOO	
01/09/2023	2	SCOO	No Revisions
01/09/2024	3	SCOO	1.6 Insertion of 'hearing' Clarification that meeting (stage 1 and 2) and hearing (stage 3) have the same meaning 1.6 Update to definition of parent To link to the DfE's guidance on Parental responsibility: guide for schools and local authorities - GOV.UK (www.gov.uk) 2.1 New paragraph emphasising importance of parties treating each other with mutual respect. To address increasing issue of unacceptable parent behaviour linked to complaints 2.6 Amended wording regarding accepting complaints outside of timeframe. Consistency of wording and approach within the policy Stage 1 (informal) - Permitting informal concerns to be raised by email. Reflects common practice of accepting informal concerns raised by email Stage 1 (informal) -Removal of reference to seniority of staff Stage 2 (formal) – Request to flag up complaints in subject or clearly on letter. To ensure complaints are prioritised, especially given timescales that will apply



			Stage 2 (formal) – Amendment to treatment of complaints about Clerk to trustees. To ensure clarity in the event of such complaints Stage 3 (committee) – Amendment to wording and footnote on independent panel member. To reflect now very common practice for a local governor from another school in the same trust to be the independent member Stage 3 (committee) – clarity regarding oral evidence from those other than the parties. To avoid confusion or discrepancy with the subsequent clause Stage 4 (DfE) – updated reference to DfE complaints unit. To reflect updating contact details. Role of the Chair – removal of reference to complainant being a child. To reflect that policy relates to complaints raised by parents Part 2 Section 4 added
01/09/2025	3.1	SCOO	Addition to paragraph 1.2 to confirm that complaints from registered [pupils/students] should be raised by their parents/carers. Addition to Annex 1 — data protection and freedom of information matters excluded from the scope of the policy Addition to Annex 1 — governor and/or trustee grievances excluded from the scope of the policy. Additional paragraph 4.25 to address circumstances where the complainant fails to attend the complaints committee hearing. 6.2 Changed COO to Deputy CEO



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1. AIMS AND APPLICATION

- 1.1** 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.
- 1.2** 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/students 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. Complaints from registered pupil/students should be raised by their parent /carers.
- 1.3** This procedure does not apply to concerns and complaints relating to the matters listed in Appendix 1.
- 1.4** Anonymous concerns or complaints will not normally be investigated under this procedure. The Principal, CEO or Chair of Trustees, if appropriate, will determine whether there are exceptional circumstances to justify conducting an investigation into the issues raised.
- 1.5** 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.
- 1.6** In this procedure:
- ‘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’ and ‘hearing’ means an in person or virtual meeting or hearing (i.e. telephone or video conference where all parties can participate verbally), virtual meetings/hearings will only be held in if all parties have access to appropriate equipment to attend and are happy to do so. If the parties are unable to meet virtually and the meeting must take place in person, the meeting may be postponed until it is deemed safe to hold an in-person meeting, at the discretion of the trust.
 - ‘parent’ means a biological parent, carer or anyone who has parental responsibility or care for a child.
 - ‘academy days’ excludes weekends and academy holidays and periods of partial or total academy closure;
 - ‘trust’ means the academy trust
- 1.7** The timeframes referred to in this policy are our usual timeframes and the academy will seek to adhere to these timeframes where possible.



- 1.8** 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.

2. KEY PRINCIPLES

- 2.1** The trust acknowledges that raising concerns or complaints can be a difficult, emotional, and stressful time, particularly for parents and carers. We expect our staff to always be respectful and courteous when dealing with you. We also expect you to treat our staff with the same respect and courtesy. We will not accept abusive and threatening behaviour towards our staff from anybody at any time. In circumstances where this happens the trust will take the action outlined in Part 3 of this policy.
- 2.2** The trust expects all complainants to make reasonable attempts to seek an informal resolution. This will usually be the most effective way to swiftly resolve any concerns.
- 2.3** The trust encourages parents 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/student education.
- 2.4** 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.
- 2.5** 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 unreasonably persistent complainants or unreasonable complainant behaviour.
- 2.6** 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 calendar months of the last of these incidents) will not be considered unless the Chief Executive Officer accepts that there are exceptional circumstances accepting the complaint out of time.
- 2.7** Where a complaint is received outside of term time, we will consider it to have been received on the first academy day following the holiday period
- 2.8** On rare occasions an academy may receive complaints from a number of parents relating to the same issue. In order to deal with these complaints efficiently the academy will follow the procedure set out in Part 4.
- 2.9** 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.



- 2.10** Complainants should not approach individual AAC Representatives 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.
- 2.11** 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.
- 2.12** If a complainant wishes to withdraw their complaint, we will ask them to confirm this in writing.

3. RECORD 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 panel available for inspection by the trust and the Principal.

4. PART 1: COMPLAINTS PROCEDURE FOR PARENTS

STAGE 1: INFORMAL CONCERNS

- 4.1** An informal concern can be raised in person, by email or by telephone. Complaints may also be made by a third party acting on behalf of a complainant, if they have appropriate written authority to do so. Most enquiries and concerns can be dealt with satisfactorily by the individual teachers, middle leaders 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.
- 4.2** 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.
- 4.3** If the matter is brought to the attention of the Executive]/Principal s/he may decide to deal with your concerns directly at this stage. If the concerns are about the Executive]/Principal these should be referred directly to the CEO under Stage 2.



- 4.4** The academy will respect the views of a complainant who indicates that they would have difficulty discussing a complaint with a particular member of staff. In this case, the [Executive]/Principal will refer the complainant to another designated member of staff. Similarly, if the member of staff directly involved in the circumstances leading to the complaint feels the same, the [Executive]/Principal may consider referring the complainant to another member of staff.
- 4.5** Staff members should log all informal complaints on the academy management information system (Arbor) and inform the Principal of any serious concerns. Complaints involving safeguarding should be noted in Arbor and further detail provided in CPOMS
- 4.6** There is no suggested timescale for resolution at this stage given the importance of informal discussion, although it would be expected that most issues will be resolved within 15 academy 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 [Executive under Stage 2 of this procedure within 15 academy days.

STAGE 2: FORMAL WRITTEN COMPLAINTS

- 4.7** If your concerns are not resolved under Stage 1, you should put your complaint in writing and send this to the Trust Executive via their Executive Assistant on 0114 232 9010 or lcodd@brigantiastrust.net. Please use 'complaint' as the subject of your email or mark it clearly on your letter. This will ensure that your correspondence gets the priority it deserves from a large volume of communications the academy receives each day.
- 4.8** It is very important that you describe your complaint clearly and include a clear statement of the actions that you would like us to take to resolve your complaint. We strongly encourage you to use the Complaint Form provided at Appendix 2 of this procedure. If you require help in completing the form, please contact the trust 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.
- 4.9** Your complaint will normally be acknowledged in writing within 5 academy days of receipt. The acknowledgement will give a brief explanation of the academy's complaints procedure and a target date for providing a response to the complaint. This will normally be within 15 academy days of receipt.
- 4.10** If appropriate, the Executive Principal (or someone appointed by them) 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, advocate or interpreter, to assist you. Where possible, this meeting will take place within 10 academy days of receipt of the written complaint.



- 4.11** If necessary, witnesses will be interviewed, and statements taken from those involved. If the complaint centres on a [pupil/student], the [pupil/student] should also be interviewed. [Pupils/students] should 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/student] has specifically said that s/he would prefer that their parents were not involved, another member of staff with whom the [pupil/student] feels comfortable should be present. If the matter includes a complaint relating to a member of staff, the member of staff must have the opportunity to respond to the complaint.
- 4.12** 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 3 of this procedure.
- 4.13** 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 and involves legal issues.

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

In these cases, your complaint should be sent to the Trust's registered office address (c/o Hinde House Academy Shiregreen Lane, Sheffield, S6 5AG) or e-mail lcodd@brigantitrust.net Executive assistant to the CEO who will arrange for a Stage 2 procedure to be undertaken.

Q. What if the complaint is about a member of the Trust Executive or Central Services Staff?

Complaints about members of the Trust Executive (excluding the CEO) and Central Services Staff should be sent to the Trust's registered office address FAO CEO (c/o Hinde House Academy Shiregreen Lane, Sheffield, S6 5AG) or e-mail mwesterdale@brigantitrust.net

Q. What if the complaint is about a member of the AAC?

Complaints about the Chair of AAC, any individual AAC representative, the whole AAC or the clerk of the AAC should be addressed to Mary Gibson (Governance Professional) via the trust registered office c/o Hinde House Academy Shiregreen Lane, Sheffield, S6 5AG or e-mail Mary.harker@ipc-services.co.uk. Please mark them as Private and Confidential. The Clerk will arrange for a trustee, with no connection to the complaint, to investigate the concerns in accordance with Stage 2 and 3.

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 Stage 1, your complaint should be sent to Mary Gibson (Governance Professional) via the trust registered office c/o Hinde House Academy Shiregreen Lane, Sheffield, S6 5AG or e-mail Mary.harker@ipc-services.co.uk will arrange for a trustee to carry out all the Stage 2 and 3 procedures.



Q. What if the complaint is about a trustee?

You should contact Mary Gibson (Governance Professional) via the trust registered office c/o Hinde House Academy Shiregreen Lane, Sheffield, S6 5AG or e-mail Mary.harker@ipc-services.co.uk, who arrange for another trustee to investigate the concerns in accordance with Stage 2.

If the complaint is about the Governance Professional, your complaint should be sent to the Chair of the trustees c/o Hinde House Academy Shiregreen Lane, Sheffield, S6 5AG or jedwards3@brigantiatrust.net.

If your complaint is about the trustee board as a whole, you should send your complaint to the Mary Gibson (Governance Professional) via the trust registered office c/o Hinde House Academy Shiregreen Lane, Sheffield, S6 5AG or e-mail Mary.harker@ipc-services.co.uk 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 3: REFERRAL TO THE COMPLAINTS COMMITTEE

- 4.14** If you are dissatisfied with the decision under Stage 2, you may request that a Complaints Committee be convened to consider your complaint. 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.
- 4.15** To request a hearing before the Complaints Committee, you should write to Mary Gibson (Governance Professional) via the trust registered office c/o Hinde House Academy Shiregreen Lane, Sheffield, S6 5AG or e-mail Mary.harker@ipc-services.co.uk within 15 academy days of receiving notice of the outcome of Stage 2. 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.
- 4.16** Your written request will be acknowledged within 5 academy days of receipt.
- 4.17** The Clerk will arrange for a Complaints Committee to be convened, made up of at least three members, including:
- trustees of the academy trust (as appropriate) with no prior involvement in the matter; and,
 - one person who is independent of the management and running of the academy. (for example, this might be governor from another academy within the trust, a governor from another local school/college or an educational professional who has no link to the academy)

The Clerk shall appoint one of these members to be the Chair of the Complaints Committee.

- 4.18** Every effort will be made to enable the hearing to take place within 20 academy days of the receipt of your request. As soon as reasonably practicable and in any event at least 5 academy



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 Complaints committee. You will also be informed of the name of the person who will be presenting the case on behalf of the academy (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 or another person with sufficient knowledge of the matter.

- 4.19** If, despite best efforts, it is not possible to find a mutually convenient date and time for a hearing within a reasonable timeframe, the Governance Professional may determine that the hearing proceeds on the basis of written submissions from both parties.
- 4.20** You have the right to be accompanied to the hearing by a friend, relative, advocate or interpreter. You should notify the Governance Professional in advance if you intend to bring anyone to the hearing. We do not accept either party to bring legal representatives to the Complaints Committee hearing.
- 4.21** 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 academy days before the hearing. The Complaints Committee reserves the right not to consider any documentation presented by either party less than 3 academy days prior to the hearing. The Complaints Committee is under no obligation to hear oral evidence from those other than the parties (e.g. Witnesses) but may do so and/or may take written statements into account. The Complaints Committee will not normally accept recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.
- 4.22** 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 Governance Professional 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.
- 4.23** Unless otherwise stated, the procedure for the Stage 3 hearing is as follows:
- the parent(s) and academy representative(s) will enter the hearing together;
 - the Chair of the Complaints Committee will introduce the committee members and outline the process;
 - the parent(s) will explain the complaint;
 - the academy representative(s) and committee members will question the parent;
 - the academy representative(s) will explain the academy/trust's actions;
 - the parent(s) and the committee members will question the academy representative(s);
 - the parent(s) will sum up their complaint;
 - the academy representative(s) will sum up the academy/trust's actions;



- the Chair of the Complaints Committee will explain that both parties will hear from the committee within 5 academy days;
- both parties will leave together while the committee decides;
- the Governance Professional will stay to assist the committee with its decision making.

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

4.25 If the complainant has not arrived by the start of the complaints committee, the Clerk will attempt to contact the complainant via telephone to ascertain if they are delayed, have chosen not to attend, or wish to withdraw their complaint. If the Clerk is unable to speak with the complainant, or if the complainant confirms that they have chosen not to attend, the hearing will proceed in the complainant's absence 30 minutes after the scheduled start time. Findings and recommendations will be based on the written submissions previously provided by both parties.

4.26 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.

4.27 After the hearing, the Complaints Committee will consider their decision and inform you and, where relevant, the person complained about of their decision in writing within 5 academy days. The letter will set out the decision of the Complaints Committee together with the reasons underpinning that decision. The Complaints 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.

STAGE 4: REFERRAL OF COMPLAINT TO THE DEPARTMENT FOR EDUCATION

4.28 If you are dissatisfied with the decision of the Complaints Committee, you are entitled to refer your complaint to the Department for Education (DfE). The DfE will only investigate the complaint under in limited circumstances.

4.29 For more information on DfE's remit in relation to academy complaints, visit: <https://www.gov.uk/government/publications/complain-about-an-academy/complain-about-an-academy>

You can contact the DfE for general assistance on complaint handling by:



- Calling the National Helpline on 0370 000 2288
- Using the DfE's [contact form](#)
- Writing to:

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

5. ROLES AND RESPONSIBILITIES

5.1 The role of the Governance Professional

The Governance professional 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, [Executive]/Principal, CEO, and Chair of the trustee board 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 process are aware of their legal rights and duties, including any under legislation relating to academy 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 hearing, 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, academy and complainant submissions) and send it to the parties in advance of the hearing 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.

5.2 The role of the CEO or Executive Principal (or other party investigating as applicable in accordance with the procedure) at Stage 2

- to ensure that the complainant is fully updated throughout the stage 2 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 Three, notify the clerk to arrange the Complaints Committee.

5.3 The role of the Chair of the Complaints Committee



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

- the hearing 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 hearing are put at ease.;
- 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 hearing and, if they are mentioned at the hearing, 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 hearing, or verbally in the hearing itself;
- the Complaints Committee is open-minded, acts independently and no Complaints Committee member has an external interest in the outcome or any involvement in an earlier stage of the procedure;
- the hearing is minuted.

6. 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 academies within 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:

- 6.1** 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 Executive Principal who is best placed to deal with the concern. It is expected that most concerns will be responded to orally or in writing within 5 academy days. If a longer period is required, you will be kept informed of the progress of the investigation.
- 6.2** 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 Deputy CEO to investigate. The Deputy CEO may delegate the task of investigation and/or responding to the complaint to a senior colleague or may escalate the complaint straight to stage 3. A formal response to the complaint will usually be provided within 10 academy days of receipt of the letter of complaint although if a longer period is required to respond, you will be kept updated.
- 6.3** Stage 3 - if you are not satisfied with the response at stage 2, you may request a review by writing to the Mary Gibson (Governance Professional) via the trust registered office c/o Hinde House Academy Shiregreen Lane, Sheffield, S6 5AG or e-mail Mary.harker@ipc-services.co.uk You should write to the Governance Professional within 10 academy 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 Governance Professional will arrange for the CEO or a Trustee to consider the complaint alone or may 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 20 academy days of receipt of the request for a review. The decision at stage 3 exhausts the academy's complaints procedure.

- 6.4** Stage 4 - if you are dissatisfied with the decision at Stage 3, you are entitled to refer your complaint to the Department for Education as outlined in Part 1 of this complaints policy.

Concerns or complaints regarding the CEO or the trust as a whole should be referred direct to the Mary Gibson (Governance Professional) via the trust registered office c/o Hinde House Academy Shiregreen Lane, Sheffield, S6 5AG or e-mail Mary.harker@ipc-services.co.uk who will arrange for the stages above to be considered by an appropriate person.

7. PART 3: UNREASONABLY PERSISTENT COMPLAINANTS AND UNREASONABLE COMPLAINANT BEHAVIOUR

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:

- where the complainant's behaviour or language towards staff, members of the AAC or trustees is abusive, offensive, discriminatory or threatening;
- where the complaint's behaviour is hindering our consideration of complaints and/or the proper running of the academy because of the frequency or nature of the complainant's contact, 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
 - seeks an unrealistic outcome, such as the inappropriate dismissal of staff
 - makes excessive demands on academy 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 provides falsified information
 - publishes unacceptable information on social media or other public forums
- where the complainant's complaint is clearly frivolous, vexatious and/or has patently insufficient grounds. The Office of the Independent Adjudicator defines the characteristics of a 'frivolous' or 'vexatious' complaint as:
 - complaints which are obsessive, persistent, harassing, prolific, 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
- demands for redress that lack any serious purpose or value
- 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.

In these circumstances, we may:

- inform the complainant that their behaviour is unacceptable or unreasonably persistent and ask them to change it;
- 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 banning the complainant from the academy's premises. Any such arrangements will be reviewed after six months;
- conduct the Complaints Committee on the papers only i.e. not hold a hearing;
- refuse to consider the complaint and, where Part 1 of this procedure applies, refer the complainant directly to Stage 4.

In all cases we will write to tell the complainant why we believe his or her behaviour is unacceptable or unreasonably persistent, what action we are taking and the duration of that action.

We may take the decision not to respond to any further correspondence where:

- we have taken every reasonable step to address the complainant's concerns
- the complainant has been given a clear statement of our position and their options and
- the complainant contacts us repeatedly, making substantially the same points each time

The case for ceasing further correspondence is stronger where:

- letters, emails, or telephone calls are often or always abusive or aggressive or make insulting personal comments about or threats towards staff
- we have reason to believe the complainant is contacting us with the intention of causing disruption or inconvenience

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff, members of the AAC or trustees, 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.

8. PART 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 an academy or the trust) 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/trust's website (as applicable)



APPENDIX 1

Matters excluded from scope of this policy

Excluded Matters	Signposting
Admissions	The process for challenging admissions decisions is set out in our admissions policy in accordance with relevant statutory guidance.
Child protection matters	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).
Exclusions & Suspension	The process for challenging exclusions decisions is set out in the DfE's statutory guidance and information can be found at https://www.gov.uk/school-discipline-exclusions/exclusions
National Curriculum content	Please contact the Department for Education at www.education.gov.uk/contactus
Academy re-organisation proposals	Where concerns are not adequately addressed by the trust, complaints can be raised directly with the Department for Education.
Complaints about services provided by other providers who may use academy premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
Staff grievances	Complaints from staff will be dealt with under the academy's internal grievance procedures.
Staff conduct	Certain complaints about staff may need to be dealt with under the academy's internal disciplinary procedures, if appropriate. 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.
Statutory assessments of Special Educational Needs (SEN)	Concerns about statutory assessments of special educational needs should be raised directly with the local authority.
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The



Excluded Matters	Signposting
	Secretary of State for Education is the prescribed person for whistle blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus. Volunteer staff who have concerns should complain through the academy's complaints procedure. You may also be able to complain direct to the Department for Education (see link above), depending on the substance of the complaint
Data Protection and freedom of information matters	There are complaint/internal review mechanisms within data protection and FOI policies and, therefore, the most appropriate way to deal with a data protection or FOI complaint is through those policies, rather than the complaints procedure.
Governor and/or trustee grievances excluded from the scope of the policy.	Ensures that, as with staff grievances, the complaints process is not used to address internal governance disputes.



APPENDIX 2

Complaints Form

Your name:
[Pupils/students]'s name:
Your relationship to [pupils/students]:
Your address and postcode:
Your daytime telephone number:
Your evening telephone number:
Your email address:
Your complaint is: (if you have more than one complaint, please number these)



What action have you already taken to try and resolve your complaint(s) in accordance with Stage 1 of the complaints procedure?

(Who did you speak to and what was the response?)

What would you like as an outcome from your complaint(s)?



Are you attaching any paperwork? If so, give details here:

Your signature..... Date

All functions of the complaints procedure must adhere to the requirements of the Data Protection Act 2018 and the Freedom of Information Act 2000.

Please complete and return to the academy office in a sealed envelope addressed to the [Head of Academy/ Principal], Clerk of the [local governing body] or Clerk to the [local governing body/trustees] (as appropriate).

Office use

Date received

Date acknowledgement sent

Responsible member of staff



APPENDIX 3

Summary of Complaints Procedure for Parents & Carers (Part 1)

Stage 1: Informal concerns	Parent brings complaint to attention of member of staff
	Issue to be resolved within 15 academy days
	Where no satisfactory solution has been found, parent to be advised that they should proceed to Stage 2
Stage 2: Formal Written Complaint	Parent to put complaint in writing using Complaint Form within 15 academy days
	Complaint to be acknowledged within 5 academy days
	(Optional) Meeting with parents within 10 academy days
	Response to the complaint sent within 15 academy days
Stage 3: Referral to Complaints Committee	Parent to request hearing within 15 academy days of receiving notice of the outcome of Stage 2
	Request to be acknowledged within 5 academy days
	Hearing to take place within 20 academy days of receipt of request
	Notification of date, time and place of the hearing and details of the committee members present sent at least 5 academy days before the hearing
	Academy representative and parents to submit evidence in support of their case to Clerk at least 3 academy days before the hearing
	Complaints Committee decision sent not more than 5 academy days after the hearing

