



## Complaints Procedure

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## Document Control

<b>This document has been approved for operation within:</b>	<b>All Trust Establishments</b>
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<b>Owner</b>	<b>The Bay Learning Trust</b>
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Complaints Procedure (prior to Complaints Panel) Please refer to the Complaints Policy for specific details of process.

Stage 1: Informal Complaints (concern raised with staff member/headteacher)

- Complaint recipient takes the complaint to their line manager or whoever is appropriate in the school setting, following internal school complaints procedure.
- Decision is reached on who will lead the enquiries.
- Contact should be made with the complainant to reassure them that their complaint is being considered and that we will arrange an informal meeting once this process is complete.
- The identified lead will consider the process of investigation and this should be recorded.
- The investigation takes place and should be recorded.
- Offer the complainant several times and dates for the meeting, make sure the setting is relaxed and friendly.
- Meeting takes place.



Issue resolved (File all papers confidentially)

Ensure complaints co-ordinator/ SLT member is informed of the outcome and the action agreed



Issue not resolved



Stage 2: Formal complaint (confidentiality applies to all parties)

- Complaint submitted in writing within 5 academy days of the completion of stage 1.
- Complaint recipient to acknowledge receipt of complaint within 5 academy days.
- Provide all details of complaint to Chief Finance and Operating Officer [mckinnella@baylearningtrust.com](mailto:mckinnella@baylearningtrust.com) and Governance Professional [grahamf@baylearningtrust.com](mailto:grahamf@baylearningtrust.com)
- **The Trust will identify who should complete the investigation.**
- There is the option to invite the complainant to attend a meeting with investigator. If a meeting is deemed appropriate it should be within 10 academy days.
- Send a formal response to the parent by email or first- class letter (within 10 days of acknowledging the complaint) detailing the outcome of the investigation.





