



Complaints Procedure

The Bay Learning Trust
The Lodge
Ripley St Thomas
Ashton Road
Lancaster
LA1 4RR

t 01524 581872

e admin@baylearningtrust.com

website baylearningtrust.com

Document Control

This document has been approved for operation within:	All Trust Establishments
Date effective from	October 2024
Date of next review	October 2026
Review period	24 months
Status	To be used in conjunction with the Complaints Policy
Owner	The Bay Learning Trust
Version	v1.2

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 and Governance Professional 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.





