



Complaints Policy Guidance

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Document Control

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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.
- The Stage Two Complaint Form should be addressed to the Headteacher of the School. If the Complaint concerns the Headteacher, the form should be addressed to the Chair of the Trust marked 'private and confidential'. A Stage Two Complaints which relate to the Trust, should be directed to the CEO.
- Provide all details of complaint to Chief Finance and Operating Officer mckinnella@baylearningtrust.com and Governance Professional brittong@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.
- At the conclusion of the investigation send a formal response to the Complainant by email or first- class letter detailing the outcome of the investigation.



Issue resolved (File all papers)
Ensure Governance Professional is informed of the outcome and the action agreed.



Issue not resolved



Stage Three:

- **All details sent to CEO**
- All details of the process to date are sent to Hill Dickinson for review and advice by the governance professional.
- All must attend a pre- virtual meeting with Hill Dickinson legal representatives.
- A pre meeting will take place.

(parental/legal guardian complaints only):

- Two governors from the school or two Trustees and an independent member are required.
- Members that have completed Complaint Panel Training are preferred.
- Complainant and the Respondent will be entitled to submit any relevant documentation for the Panel's consideration. The documentation must be submitted to the Governance Professional and the other party 3 clear Academy Days before the date of the Panel Meeting.
- Complainant and the Respondent will be entitled to call any witnesses. Details of the witnesses must be provided to the Governance Professional and other party 3 clear Academy days before the panel meeting.
- The complaints panel consider the complaint.
- The outcome is sent to the complainant in writing after it has been checked by Hill Dickinson.

(non-parents/legal guardians):

- The Complainant will be required to write to the Governance Professional to request that the Complaint be dealt with at Stage Three.
- Governance Professional will arrange for the appoint the investigator.
- Complainant may be invited to attend a meeting with the investigator at the discretion of the investigator.
- The investigator will endeavour to communicate their decision within 5 Academy days of the Stage Three Meeting or of being provided with the request for the Complaint. If further time is required, then the Complainant will be notified.