

Complaint Policy

Trust Policy & Procedures

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External	DfE Academy Trust Handbook

Version history

Date	Version	Comments		
01/10/21	1.0	Trustee approved – board meeting 28/09/21		
01/10/21	1.0b	Cover page and key contacts updates		
03/03/22	1.0c	Reference company name change to Learning Partners Academy Trust		
24/06/22	2.1 Draft	Draft for consultation, prior to Audit Committee Wed-6-July. Changes based on lessons learned in 22-23 and desire to align more closely to SCC complaints process.		
		Type	Section	Change
		General	All	Rewording adapted in some places to use best practice from SCC complaint process • Reworded as per SCC blue • New additions – orange • Original policy – black
		Added	3c	Clarity on video evidence consent
		Updated	3e	Clarity that policy remains throughout escalation stages of complaint
		Updated	4	Reworded Raising your concerns informally- further detail on concerns versus complaints
		Updated	5.1	Clarity on term-time working days
		Added	5.3	Ability to pause a complaint
		Added	6.1	Clarity required on complaint type and investigation process attributed No reinvestigation of the same elements/incidents in a new complaint
		Added	6.2	Procedure for withdrawing a complaint
		Updated	6.3	Added summary process and timescales changed 1A reduced from 30 to 20 term-time days 2A reduced from 30 to 20 term-time days 1B reduced from 30 to 20 term-time days Escalation at any stage changed from 10 term-time days to two calendar weeks Clarified governance roles for process B and specified procedures for exceptions
		Updated	6.4	Clarified that financial compensation is not a remedy available within the complaints process.
		Updated	6.5	Investigation exceptions clarified specifying who investigates and is informed
		Updated	6.6	Investigation outcome details added
		New	6.7	Governor investigation replaces governor review panel at Stage 2(A)
		Updated	6.8	Panel policy and procedures specified including the nomination of a panel chair.
		Updated	7	Vexatious complaints to include complainant and extend to family/representatives
Unknown	2.2 Draft	Updated	6.5a	Typo fixed
	2.3	New	6.8f	Panel findings and recommendations to be available for inspection on the school premises by the proprietor and the head teacher.
15/01/24	2.4	Chair of Governors contact details updated		

Complaints procedure for Learning Partners Academy Trust

09/05/24	2.5	Policy re-written, new Compliance Manager. Waiting on all Trustee approval – 18/06/24 (went to trust board)
15/07/24	2.5	Out for consultation with Headteachers
10/06/2025	2.6	Amendments made to Governance Lead job title Amendment to timeframe under point 6.2 Clause added under point 7 regarding behaviour Requirements for panel formation amended under Stage 3, b)
03/06/2026	2.7	Policy updated and aligned with the latest SCC Model Complaints Procedure guidance. Approved 17/0726

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Introduction

Learning Partners Academy Trust (the trust) aims to provide a safe, happy and caring learning environment for every child so that they may thrive. We welcome feedback from pupils, parents/carers and others and we accept that not all of this will be positive.

Where concerns are raised, the trust will deal with them fairly, openly, promptly and without prejudice.

Who can make a complaint?

This complaint policy is based upon [Part 7 of The Education \(Independent School Standards\) Regulations 2014](#).

This trust wide complaint policy applies only to parents and carers of pupils registered at schools within the trust and only in respect of concerns relating to the school at which their child is on roll.

Complaints from people who are not parents/carers of a child at the school they are complaining about will be dealt with respectfully and expediently, however there is no obligation to follow the full procedure.

The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint procedure. The trust takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, you will be referred to an appropriate alternative staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, you will be referred to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, the trust will attempt to resolve the issue internally, through the stages outlined within this complaint procedure.

How to raise a concern or make a complaint

A concern can be raised in person, in writing or by telephone. They may also be made by a third party acting on behalf of the person with the concern, as long as they have appropriate consent to do so. Concerns should be raised in the first instance with either the pupil's class teacher (nursery/primary), Form Tutor or Head of Year (secondary/further education), with the school's office, or with a member of the trust Central Staff.

It is to be hoped that most concerns can be expressed and resolved on an informal basis, within 10 school working days.

If the issue remains unresolved, the next step is to make a formal complaint.

Formal Complaints

Learning Partners Academy Trust commissions the Surrey County Council (SCC) School Relationships Team (SRT) to oversee and manage the handling of formal complaints. This commissioned arrangement supports an impartial, consistent and effective complaints process across the trust and its schools, and provides an independent point of contact for complainants.

The SRT acts independently of individual schools and trust decision making. The team does not determine outcomes or make findings on complaints. Its role is to provide impartial oversight of the complaints process, offer clear procedural guidance, and support proportionate resolution where appropriate, in line with the trust's complaints procedure and relevant statutory frameworks.

All concerns and complaints submitted through the trust's complaints form are received by the commissioned SRT, acting on behalf of Learning Partners Academy Trust and its schools.

On receipt of a complaint, the SRT will:

- Acknowledge receipt of the complaint.
- Review the information provided and request clarification where necessary.
- Undertake an initial triage to identify the appropriate route and stage of the process (for example, informal resolution, Stage 1 of the trust's complaints procedure, a statutory process, or signposting to another agency).
- Confirm the appropriate next steps and allocate the complaint to the relevant person or body to respond (for example, a Headteacher, a nominated governor, CEO, Director of Education, Trustee).
- Confirm how the complainant will be kept informed as the matter progresses.

The purpose of triage is to ensure that concerns are directed promptly and appropriately, that statutory responsibilities are met, and that complaints are handled in accordance with the trust's procedures in a fair, proportionate and transparent manner.

If you wish to make a complaint, please complete the trust's online complaints form: [Complaints - Learning Partners Academy Trust](#)

If you require assistance accessing or completing the form, please contact: complaints@learningpartners.org

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at a later stage of the procedure.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Headteacher, Chair of the local governing body (LGB), the trust Chief Executive Officer (CEO) or Chair of Trustees, as appropriate, will determine whether the complaint warrants an investigation.

Timescale for making a complaint

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame only if exceptional circumstances apply. The complainant will be provided with reasons if their request has not been allowed.

School working days

School working days do not include INSET days. A school working day is considered to end at 5pm. Therefore, any notification received after this time is considered to be received on the following school working day.

Pausing a complaint

Where a complaint is raised but we do not have clarity from the complainant on the issues, we may pause the timescales of the complaints process whilst clarity is sought so that the complaint can be dealt with effectively. If this happens we will inform the complainant of a proposed new timescale.

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Audio or video evidence

Complainants should make sure they obtain informed consent from all parties present before recording conversations or meetings. In line with DfE guidance, we do not normally accept electronic recordings as evidence when we are asked to consider a complaint. Unless exceptional circumstances apply, we will not accept, as evidence, recordings of conversations that were obtained covertly and without informed consent of all parties being recorded.

Virtual meetings

To accommodate differing circumstances, there may be occasions where it is deemed appropriate to hold a complaint-related meeting virtually.

Deviation from the procedure

There may be occasions when it's necessary or reasonable to deviate from the published complaints procedure. In these cases, the complainant will be kept informed in a timely manner with the reasons for the deviation explained.

Retention of complaints paperwork

The school will ensure that a copy of all relevant information relating to complaints is kept at the school in a secure, confidential* file, separate from staff and pupil records. This information will be retained in line with the schools retention policy and in accordance with the principles of the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR). The complainant should be informed that this will be done.

* Please note that the Secretary of State or a body conducting an inspection under s 109 of the Education and Skills Act 2008 may request access to complaints documentation.

Scope of this complaints procedure

This procedure covers all complaints about any provision of community facilities or services by the trust, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
Complaints about data protection from any individual whose personal data is processed by the school, including: • Pupils • Parents and carers • Staff (current and former) • Governors / Trustees • Visitors and third parties Data Protection complaints include: • Use or sharing of personal data • Accuracy of information • Data security • Retention or deletion of data • Responses to data rights requests including Subject Access Requests (SARs) • CCTV and monitoring systems	Dealt with under the school's Data Protection Complaints Policy (insert link).
• Admissions to schools • Statutory assessments of Special Educational Needs • School re-organisation proposals	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with the relevant local authority.
• Matters likely to require a Child Protection Investigation	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 Surrey Children's Single Point of Access (C-SPA) on 0300 470 9100.
Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions. <i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure. <link to the trust behaviour policy once updated>.</i>
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers 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 about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
Staff conduct	Complaints about staff will be dealt with under the school'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.
Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them directly.
National Curriculum - content	Please contact the Department for Education at: www.education.gov.uk/contactus

If other organisations are investigating any aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those organisations have completed their investigations. If this happens, complainants will be kept informed.

If a complainant commences legal action against the trust in relation to their complaint, we will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

Resolving complaints

At each stage in the procedure, the trust wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained about will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

In addition, mediation or facilitated meetings can provide helpful mechanisms for discussion when a complaint is raised, or at any stage during the complaints process. These meetings can help to rebuild the relationship between parties either during the investigative stages or once the complaints procedure has been completed.

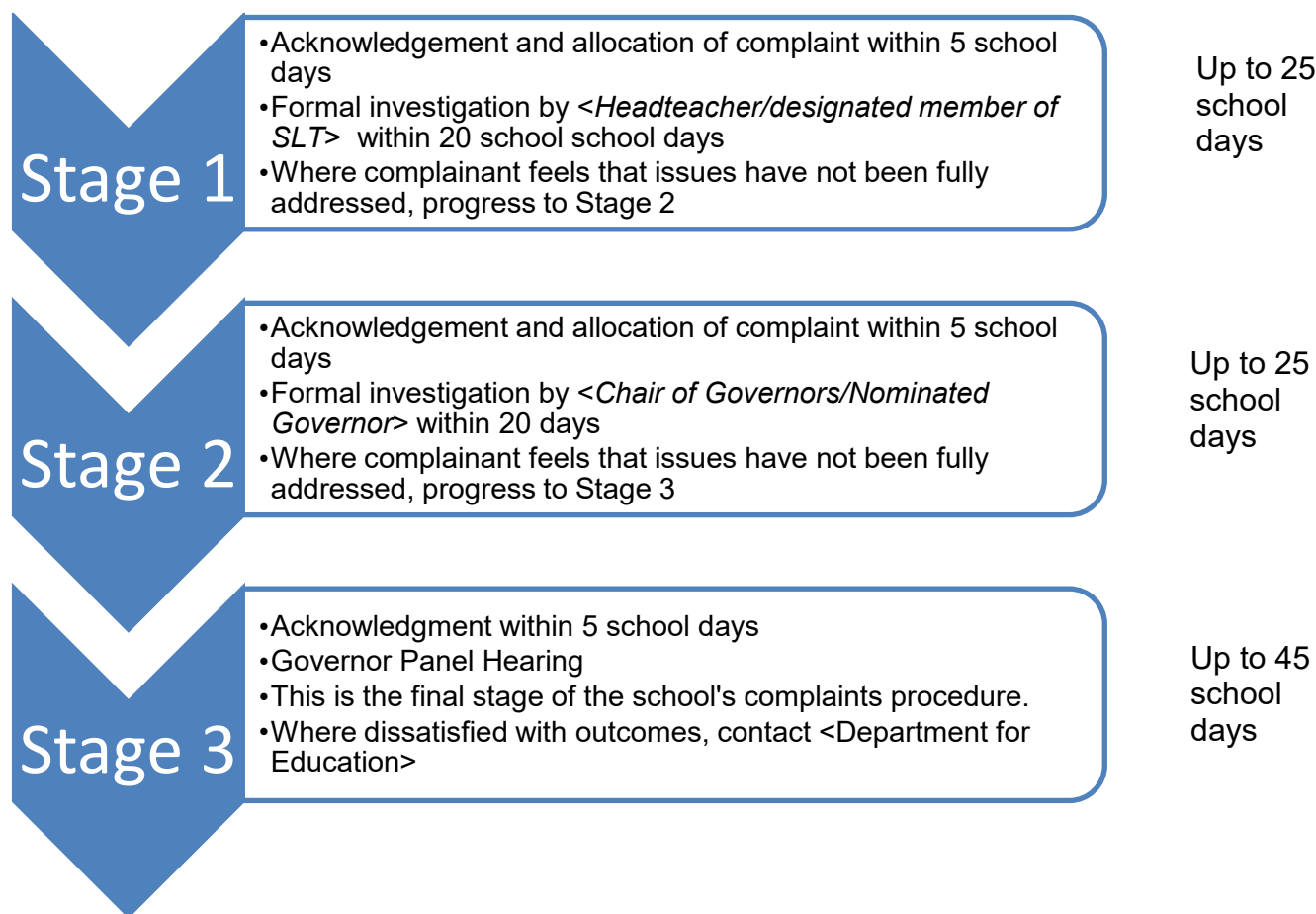
Mediation and/ or facilitated meetings can be arranged via the SRT and will be impartial and objective. If agreed by all parties, the complaint may be paused to allow time for this to occur.

Withdrawal of a complaint

If a complainant wants to withdraw their complaint, we will ask for this to be confirmed in writing.

Formal complaints

Summary of timeline for formal complaints



Stage 1 Headteacher Investigation

- Acknowledgement of receipt of complaint to be sent within 5 days of receipt of the complaint.
- Complaint to be investigated and written response to be received by complainant **within 20 school days of acknowledgement of the formal complaint.**

Stage 2 Governor Investigation

- If the complainant believes that their complaint has not been fully addressed at stage 1, they may request to move to stage 2. This request must be made within 10 school days of the receipt of the outcome letter at stage 1.
- Acknowledgement of receipt of complaint to be sent within 5 days of receipt of the complaint.
- Complaint to be investigated and written response to be received by complainant within 20 school days of acknowledgement of the stage 2 formal complaint.

Stage 3 Governor Panel Hearing

- If the complainant believes that their complaint has not been fully addressed at stage 2, they may request to move to stage 3. This request must be made within 10 school days of the receipt of the outcome letter at stage 2.
- Acknowledgement of receipt of request to escalate complaint to stage 3 to be sent within 5 school days.
- Hearing to be held within 30 school days of acknowledgement of request to go to stage 3.
- Paperwork for Stage 3 hearing to be received from all parties at least 10 days before the hearing.
- Paperwork for Stage 3 hearing to be sent to all parties at least 5 school days before the hearing.

- Outcome letter from the Panel to be received by complainant within 10 school days of the hearing.

Note: In all cases, timescales refer to school days so exclude weekends, school holidays and INSET days.

Stage 1 – Headteacher investigation

Formal complaints must be made using the trust's online complaints form (the trust website): [Complaints - Learning Partners Academy Trust](#)

If you require reasonable adjustments to access or complete the form, please contact the triage inbox so that appropriate support can be considered: complaints@learningpartners.org

The SRT will record the date the complaint is received, acknowledge receipt of the complaint in writing (either by letter or email) within **5 school days** and allocate the complaint to the appropriate Headteacher.

The Headteacher may seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face to face meeting is the most appropriate way of doing this.

Note: The Headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.

During the investigation, the Headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Headteacher will provide a formal written response within **20 school days** of the acknowledgement of the complaint.

If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the trust will take to resolve the complaint.

The Headteacher will advise the complainant of how to escalate their complaint if they believe it has not been fully addressed at this stage.

If the complaint is about the Headteacher, a member of the local governing body (including the Chair or Vice-Chair), the Chief Executive Officer (CEO) or a Trustee, the complaint will proceed directly to Stage 2 in line with the trust Complaints Policy. The investigation and response will be carried out by an appropriate investigator (for example, the Chair of the local governing body (LGB), a Trustee, or the Chair of Trustees, depending on who the complaint relates to).

Stage 2 – Governor (local governing body) investigation

If the complainant believes that their complaint has not been fully addressed at Stage 1, they may request a governor (local governing body) investigation. This request must be made within 10 school working days of receiving the Stage 1 outcome letter.

Requests to escalate to Stage 2 should be made in writing by email to complaints@learningpartners.org clearly stating that the complaint is being escalated to Stage 2 and setting out the reasons for escalation, what remains unresolved, and the outcomes sought. Escalation requests are received by the SRT and managed in accordance with this procedure. A request to move to Stage 2 will not normally be accepted after 10 school working days and will be at the discretion of the Chair of the local governing body (or their appointed deputy).

The Chair of the local governing body (LGB) may choose to delegate the investigation of the complaint to a nominated governor who may, at the sole discretion of the Chair of the local governing body, be independent of the school (but within the trust). The investigating governor will have had no prior involvement in the complaint.

Receipt of the complaint form will be acknowledged. In most cases the complainant will be invited to meet with the Chair of the local governing body (LGB)/nominated governor at the outset of the process. The aim of this meeting is to enable the Chair of the local governing body/nominated governor to understand the scope of the complaint and desired outcomes prior to commencing their investigation.

The Chair of the local governing body (LGB)/nominated governor will consider all relevant evidence; this may include but is not limited to:

- evidence and outcome from Stage 1 investigation if applicable
- a statement from the complainant
- where relevant a meeting with/statement from an individual who is the subject of the complaint
- any previous correspondence regarding the complaint
- any supporting documents from all parties
- interviews with /statements from anyone related to the complaint
- relevant policies and whether they were followed

After considering the available evidence, the Chair of the local governing body (LGB)/nominated governor may:

- uphold the complaint and direct that certain action be taken to resolve it
- not uphold the complaint and provide the complainant with details of the Stage 3 complaint review process
- uphold the complaint in part: in other words, the Chair of Governors/Nominated Governor may find one aspect of the complaint to be valid, but not another aspect. They may recommend certain action to be taken to resolve any aspect that they find in favour of the complainant.

The Chair of the local governing body (LGB)/nominated governor should inform the complainant of their decision in writing within **20 school days of acknowledgment of the complaint**. They should explain clearly why they have come to the decision that they made. They should detail any agreed actions or recommendations to the school as a result of the complaint.

Finally, they should provide the complainant with details of how to progress the complaint to Stage 3 if they believe that their complaint has not been fully addressed, including the contact details for escalation (email:complaints@learningpartners.org). Should the complaint not be resolved, mediation should be considered and will be facilitated by the SRT.

Stage 3 – Panel Hearing

If the complainant does not believe that their complaint has been fully addressed at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3. This consists of a panel hearing with at least three governors/trustees who were not directly involved in the matters detailed in the complaint or in any previous investigation into this complaint. As a minimum requirement, the panel will include one or more governors who are independent of the school.

Complainants can request an independent complaints panel if they believe there is likely to be bias in the proceedings. They should provide evidence of bias in support of their request, as it is the Panel's decision whether to agree to it. If the appearance of bias is sufficient to taint the decision reached, then it is recommended that the Panel grants such requests.

This is the final stage of the school's complaints procedure.

On rare occasions the Panel may decide not to invite parties to a meeting but instead deal with the complaint in private through consideration of the written representations. In making their decision they will be sensitive to the complainant's needs and expressed preference.

Timeline

A request to escalate to Stage 3 must be made within **10 school days** of receipt of the Stage 2 response. Requests to escalate to Stage 3 should be made in writing by email complaints@learningpartners.org stating that the complaint is being escalated to Stage 3 and setting out the reasons for escalation, what remains unresolved, and the outcomes sought. Escalation requests are received by the SRT and managed in accordance with this procedure. Requests received outside of this time frame will only be considered if exceptional circumstances apply and are explained in the submission at the same time that the request for a Stage 3 hearing is made. SRT will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within **5 school days**.

The SRT will work together with the Clerk to:

- liaise with all parties to identify a mutually convenient date for the meeting
- convene the meeting within **35 school days** of receipt of the Stage 3 request
- provide an anticipated date and keep the complainant informed, where it is not possible to convene the meeting within this timeframe

Complainants will be asked to provide any dates and times they are unavailable to help facilitate the scheduling of the panel hearing. If the Panel determines that all reasonable efforts to identify a mutually convenient date have been exhausted, they may decide to proceed to hold the meeting in private.

If the complainant rejects the offer of three proposed dates, without good reason, the Panel will meet, with the Clerk and Area Schools Officer in attendance (but without the complainant or school representative) and consider the complaint on the basis of written submissions from both parties, with neither party being present.

At least **15 school days** before the meeting, the Clerk will:

- confirm and notify both parties of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible and
- inform both parties that copies of all evidence considered at Stages 1 and 2 should be submitted to the Clerk at least **10 school days** before the meeting. Any evidence submitted after this, including on the day of the hearing, will only be considered in exceptional circumstances with the agreement of the panel, whose decision is final.

Any written material will be collated and circulated by the clerk to all parties attending the meeting so that it is received at least **5 school days** before the date of the meeting. The Panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

Attendees at the meeting

The Clerk will invite the following core participants as applicable:

- a panel of three governors/trustees, including (as a minimum requirement) one or more governors/trustees who are independent of the school
- the complainant
- the Headteacher and/or the Executive Headteacher
- the investigating governor who dealt with the complaint at Stage 2
- School Relationships Team representative (procedural advice).

The complainant may ask to be accompanied to the meeting by a supportive companion, interpreter or advocate. It is not advisable for this person to be a member of the school community, for reasons of confidentiality and to avoid conflict of interest. The complainant must advise the Clerk to the Complaint Review Panel of the name and role of this additional person prior to the hearing, and the Clerk will seek agreement from the chair of the Panel. If the additional person is attending as an advocate, they will be presenting the complainant's case and speaking on their behalf, and therefore the complainant will not be able to address the Panel directly. If the additional person is attending as a supportive companion they will not be able to address the Panel directly.

If the attendance of any pupils is required at the hearing, parental permission will be sought if the pupil is under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing. The Panel should respect the views of the child/young person and give them equal consideration to those of adults. If the child/young person is the complainant, the Panel should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the Panel should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend. However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the Panel considers is not in the child/young person's best interests. The welfare of the child/young person is paramount.

Either party may make a request to the Panel for a witness to attend for a section of the meeting. It is the expectation that witnesses will have provided an account to the investigator at an earlier stage of the complaint and therefore the attendance of witnesses in person is likely to be necessary only in rare circumstances in order to clarify aspects of their previously given statements. The Panel will consider the request on a case-by-case basis.

As this is not a legal process, neither party may bring legal representation with them except in exceptional circumstances, by prior agreement of the Panel.

Representatives from the media are not permitted to attend.

Scope of the meeting

The Panel will:

- Consider those aspects of the complaint which the complainant believes have not been fully addressed at the previous stages in the complaints procedure and/or where the complainant believes that the school has not followed its complaints policy.
- Consider the effectiveness of the investigation process at Stage 1 and 2
- Consider ways to resolve the complaint and, if possible, achieve reconciliation between the school and the complainant

We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.

Financial compensation is not a possible outcome of the process.

The panel hearing will consider the complaint as was submitted at stage 1 and 2. Any new issues will need to be dealt with by a separate complaint procedure.

Procedure for the meeting

The meeting is confidential. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or additional needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations are recorded. Consent will be recorded in any minutes taken.

There may be occasions that the panel determines that it is appropriate for the meeting to be held virtually. This can be requested via the clerk by any party, and the panel will consider the request on a case- by-case basis.

The format of the meeting is that the complainant is given a set amount of time to make their case. The Panel and the school may then ask the complainant questions for clarification. The school then has the same amount of time to make their case. The Panel and complainant then have the opportunity to seek clarification from the school. Both parties then leave the meeting and the Panel will deliberate.

Alternative procedure – there may be rare occasions when it is not appropriate for the complainant and school representative to be in the same room. In these cases, the complainant and the school representatives will state their case to the Panel separately and will remain available to answer questions which arise. This procedure can be requested via the clerk by any party, and the panel will consider the request on a case- by-case basis.

The Panel will consider the complaint and all the evidence presented, and will come to their decisions on the balance of probabilities. The Panel can:

- uphold the complaint in whole or in part
- not uphold the complaint in whole or in part
- Partially uphold the complaint in whole or in part
- determine that all or part of the complaint is out of their scope to consider.

The Panel will:

- where possible, decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes o the school's systems or procedures to prevent similar issues in the future.

The Chair of the Panel will provide the complainant and the trust with a full explanation of their decision and the reason(s) for it, in writing, and a copy of the minutes of the panel hearing, within **10 school days**.

The letter to the complainant will include details of how to contact the Department for Education if they believe that their complaint has been handled unreasonably or unlawfully by the trust. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the trust will take to resolve the complaint.

The Panel will ensure that those findings and recommendations are sent by post, electronic mail or otherwise given to the complainant and, where relevant, the person complained about, with a copy to the Headteacher.

Complaints about governors, trustees and members

Where a complaint relates to an individual governor (but not the Chair or Vice-Chair), an investigation and response will be carried out by the Chair of the local governing body (LGB) and the complaint will proceed directly to Stage 2.

Where a complaint relates to the local governing body (LGB), the majority of governors, the Chair or the Vice-Chair, an investigation and response will be carried out by a Trustee and the complaint will proceed directly to Stage 2.

Where a complaint relates to the Chief Executive Officer (CEO), an investigation and response will be carried out by a Trustee and the complaint will proceed directly to Stage 2. The CEO and Chair of Trustees will be made aware of each stage in the process.

Where a complaint relates to an individual trustee, an investigation and response will be carried out by the Chair of Trustees and the complaint will proceed directly to Stage 2.

Where a complaint relates to member(s), an investigation and response will be carried out by a suitably qualified/experienced person who is independent of the trust and the complaint will proceed directly to Stage 2.

Where appropriate, the relevant governor(s)/trustee(s)/member(s), Chair of Trustees and CEO will be made aware of each stage in the process.

Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 3.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by the trust. They will consider whether the trust has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at:

[Complain about a school to the Department for Education - GOV.UK](https://www.gov.uk/complaints-schools)

Roles and Responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a resolution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- provide all supporting evidence to investigators at the earliest opportunity
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to provide a comprehensive, open, transparent and fair consideration of the complaint through:

- sensitive and thorough discussion with the complainant to establish their perspective and desired outcomes
- interviewing staff and other people relevant to the complaint
- consideration of records and other relevant information
- analysing information
- liaising with the complainant and the Clerk as appropriate to clarify what the complainant feels would put things right.

School Relationships Team (SRT)

The School Relationships Team (SRT) provides independent, impartial oversight and coordination of the complaints process on behalf of the trust.

The SRT will:

- Receive and acknowledge formal complaints.
- Review and triage complaints, identifying the appropriate route or stage
- Allocate complaints to the relevant person or body.
- Coordinate and monitor the progress of complaints to ensure consistency and timeliness.
- Assist with the organisation of Stage 3 panel hearings and provide procedural support.
- Keep complainants informed throughout the process.

Clerk to the Stage 3 Panel Hearing

The Clerk is the contact point for the complainant and the Panel and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school 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)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings by way of taking notes

- circulate the notes of the Panel hearing
- notify all parties of the Panel's decision.

Panel Chair

The Panel's chair, who is nominated in advance of the complaint meeting, will ensure that the meeting is conducted in line with the complaints procedure and best practice principles.

Panel Members

Panel members should be aware that:

- The meeting must be independent and impartial, and should be seen to be so
- No governor may sit on the Panel if they have had a prior involvement in the complaint or in the circumstances surrounding it
- They should read all documentation and understand the aims and purpose of the meeting.

Area Schools Officer (ASO)

Where an Area Schools Officer (ASO) is involved, their role is to provide impartial procedural advice and guidance to support the effective administration of the complaints process, including supporting the SRT's triage and coordination of complaints received on behalf of the trust and its schools. The ASO does not determine outcomes or make findings on the complaint.

- support the SRT with triage coordination, including confirming the appropriate route/stage, ensuring documentation is complete, and routing/signposting to the correct process (without determining outcomes)
- support the Clerk and Panel Chair with procedural guidance and best practice
- advise on scope, timescales and process requirements (including accessibility and reasonable adjustments)
- help ensure relevant documentation is complete and appropriately shared within the agreed timescales
- attend Stage 3 panel hearings (where applicable) to provide procedural advice
- advise on scope, timescales and process requirements (including accessibility and reasonable adjustments)
- Be available to all parties, including complainants, to offer impartial procedural advice.

Procedure for managing serial and unreasonable complaints

The trust 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 our school. 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.

- the trust defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, 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
- 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 school'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 and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school that relates to their complaint, while the 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 the local governing body (LGB) will discuss any concerns with the complainant informally before determining that they may be acting "unreasonably". In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from the trust.

Procedure for managing complaint campaigns

In the rare event that the school receives a large volume of complaints all based on the same subject, from complainants unconnected with the school, we will either send a template response to all complainants or publish a single response on the school's website.

School Relationships Team

The role of the School Relationships Team (SRT) is to provide impartial advice and guidance to school staff, governors and complainants at all stages of the complaints process.*

The school may share data and seek advice from the School Relationships Team in the management of a concern or complaint in the interests of performing a task which is in the public interest.

**For those schools which purchase the service.*

West Surrey Area Schools Officers	Kate Charles – 07792 587096 – kate.charles@surreycc.gov.uk Cara Harding – 07968 834131 – cara.harding@surreycc.gov.uk
East Surrey Area Schools Officers	Ann Panton – 07976 924186 – ann.panton@surreycc.gov.uk Liz Yeo -07812 702111 – liz.yeo@surreycc.gov.uk (Maternity cover Nov 2025 to Dec 2026) Adelina (Addy) Mason - 07814 804432 – adelina.mason@surreycc.gov.uk (Maternity Leave Nov 2025 to Dec 2026)
Team Email	school.relationships@surreycc.gov.uk