

## Concerns & Complaints Policy

Version: 1

Next Review date: July 2025

Approved by: Board of Trustees Date: 16/10/24

Custodian: CEO

### Note:

The role titles Executive Principal, Headteacher and Head of School are found across our academies. For policies, the term Headteacher = **The individual appointed for the time being to be in direct charge of education provision at the School**, including but not limited to the Head of School, Headteacher/Principal, Executive Headteacher/Principal or equivalent.

The 'academy day' refers to the formal start and finish time of the specific academy plus any activity or incident that happens on the academy site.

## BACKGROUND

### Who can raise a concern or make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at Sussex Learning Trust (SLT) academies. Any person, including members of the public, may make a complaint to (SLT) about any provision of facilities or services that SLT provides. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), SLT will use this complaints process.

This policy adheres to the principles of [national guidance](#) found here.

SLT will deal with complaints openly, fairly, promptly and without prejudice

SLT will respect people's desire for confidentiality where necessary.

In dealing with a complaint against the actions of a member of staff, the staff member's own rights to fair treatment set out in our Human Resource policies will be safeguarded. If, as a result of the investigation, issues arise relating to staff discipline or capability, details will remain confidential to the Headteacher. However, the complainant will be informed that the appropriate follow-up action has been taken.

There is a staged approach to dealing with concerns & complaints at Sussex Learning Trust academies, and the wider Trust, incorporating informal and formal stages. SLT wishes to make every effort to deal with complaints informally in partnership with the complainant. The formal stages should only be triggered in exceptional circumstances where matters cannot be resolved informally.

Stage 1	Stage 2	Stage 3	Stage 4
Informal raising of a concern, ideally with the member of staff 'closest' to the matter of concern (Aiii below)	Formal raising of a written complaint to Headteacher  If the complaint is against the Headteacher, or a Governor the complaint goes immediately to Stage 3  If the complaint is against a member of the Central Trust Executive, incl the CEO or the Chair of Governors or a Trustee, then the complaint goes straight to Stage 4	Chair of Governors to consider the complaint. They will investigate and offer a meeting to hear the complaint. (see Sec 3 below) If the complaint is about a Central Trust Executive Team or a Chair of Governors, this stage is omitted and Stage 4 enacted.	The Chair of the Trust (or Vice if the complaint is about the Chair) will consider the complaint and will convene a panel of Trustees to consider it. If no stage 3 hearing has taken place (para 4, pg 8) or if they judge a final panel is required, the complainant will be invited to a hearing meeting.

**Where the complaint is about a Central Trust Team Member (i.e. not an Executive) then the stages above apply and the DCEO will act as the Headteacher and CEO as Chair of Governors.**

Written records are kept of all complaints and of whether they are resolved at the preliminary stage or proceed to a panel hearing.

All correspondence, statements and records of complaints are to be kept confidential (except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them).

#### **A. The difference between a concern and a complaint**

- i. A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.
- ii. A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.
- iii. In most cases, concerns will be raised directly with the member of staff involved, and responded to in line with Stage One of the procedure. Where the term complaint has been used the academy may feel that this is actually a Stage One concern and refer it back to the member of staff involved to be addressed in this way. In these instances, the academy's rationale behind this will be explained to the person raising the concern.
- iv. If a person has difficulty discussing a concern with a particular member of staff, SLT will respect their views. In these cases a member of the Senior Leadership Team will refer them to another staff member, but still as a Stage One Concern. Similarly, if the member of staff directly involved feels unable to deal with the Stage One Concern, a member of the Senior Leadership Team will refer them 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.

v. It is a precondition to the operation of this policy that the complainant shall have made reasonable attempts to seek an informal resolution at Stage One, and shall have acted in relation to the matter in a reasonable and measured way. The Chair of Governors shall have a discretion, which will be exercised reasonably, not to allow a complaint to be pursued at the later stages where this precondition has not been met.

#### **B. How to raise a concern or make a complaint**

i. The manner in which a concern or complaint should be raised is outlined in Section I – ‘Stages of the Procedure.’

ii. Complainants should not approach individual Governors or Trustees to raise concerns or complaints.

iii. Concerns that involve or are about the Headteacher should be communicated directly to them, in line with Stage One of the procedure, as they would be with any other member of staff in the hope that they can be dealt with directly. However, if the formal stages are needed and a complaint involves or is about the Headteacher or Headteacher, this will move straight to Stage Three and the complaint should be communicated directly with the Chair of Governors, via the academy Office. Please mark this as Private and Confidential. As outlined in Section B, if the Chair of Governors feels that this is actually a concern that has not been given the chance to be addressed directly by the Headteacher, they will refer it back as a Stage One concern and explain their rationale behind this decision.

iv. Complaints about the Chair of Governors will escalate to Stage four and any other Governors to Stage three, and sent to the Clerk to the Governing Body via the academy Office. Please mark this as Private and Confidential.

v. For ease of use, a template complaint form is included at the end of this procedure. If a person requires help in completing the form, please contact the academy Office. A third party organisation like the Citizens Advice to help to.

vi. In accordance with equality law, SLT 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.

#### **C. Anonymous complaints**

i. SLT will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

#### **D. Time scales**

i. Complaints must be made within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. SLT will consider complaints made outside of this time frame if exceptional circumstances apply.

### E. Complaints received outside of term time

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

### F. Scope of this Complaints Procedure

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

ii. If other bodies are investigating 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 public bodies have completed their investigations. If a complainant commences legal action against SLT, or one of its academies, in relation to their complaint, SLT will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Exceptions	Who to contact
Admissions to academies  Statutory assessments of Special Educational Needs, academy re-organisation proposals	Concerns about admissions, statutory assessments of Special Educational Needs, or academy re-organisation proposals should be raised with West Sussex County Council – WSCC.
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.  For serious concerns, the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH) might be an option.
Exclusion of children from academy	Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/academy-discipline-exclusions/exclusions">www.gov.uk/academy-discipline-exclusions/exclusions</a> .  <i>*complaints about the application of the behaviour policy can be made through this complaints procedure.</i>
<a href="#">Whistleblowing</a>	SLT 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 whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a> .  Volunteer staff who have concerns about our academy should complain through the academy's complaints procedure. It may also be possible to complain directly to the LA or the Department for Education (see link above), depending on the substance of the complaint.

Staff grievances	Complaints from staff will be dealt with under the academy's internal grievance procedures.
Staff conduct	Complaints about staff will 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.
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.
National Curriculum - content	Please contact the Department for Education at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>

#### **G. Withdrawal of a Complaint**

i.If a complainant wants to withdraw their complaint, SLT will ask them to confirm this in writing to the academy Office.

#### **H. Stages of the Procedure**

##### **1. Stage One: Discuss concerns informally with the relevant member of staff or other designated person.**

i.Parents, carers or members of the public who have a concern are advised to speak to the member of staff, or other designated person, directly concerned. Experience has shown that most issues can be resolved at this informal stage, as concerns, rather than escalating to Stage Two as a complaint.

ii.The concern will be discussed, with resolution as the aim, in a mutually agreed way between the person raising the concern and the academy – this could be via telephone, email or face to face meeting (virtual or in person).

iii.If the concerned party indicates that they would have difficulty in discussing the issue with a particular member of staff, they should be referred to another member of staff (who may not necessarily be more senior).

iv.The member of staff who is dealing with the concern should ensure that the concerned party is reassured that the matter will be investigated. All staff should be aware of the need for confidentiality.

v.A brief record of any telephone calls, meetings and agreed actions relevant to the concern should be retained by the academy. Every written record kept is subject to disclosure under current freedom of information and data protection legislation. It is important that staff are aware that paperwork could be released on request.

- vi. If the concerned party, or staff member, feels the matter needs to be pursued further, the Headteacher or a member of the Senior Leadership team should be contacted.
- vii. It is a precondition to the operation of this policy that the concerned party shall have made reasonable attempts to seek an informal resolution at Stage One, and shall have acted in relation to the matter in a reasonable and measured way consistent with the academy's Home academy Agreement. The Headteacher or Chair of Governors (depending on Stage two or three) shall have a discretion, which will be exercised reasonably, to refer the concerned party back to stage 1 prior to allowing a complaint to be pursued at the later stages where this precondition has not been met.
- viii. Where the concern is not resolved at this informal stage, the complainant may elevate it to the formal complaint stages.

## **2. Stage Two: Formal complaint communicated with the Headteacher or a member of the Senior Leadership Team**

- i. Concerns that remain unresolved at the end of Stage One, or complaints that have been initiated at Stage Two because of their nature and complexity, should be referred to the Headteacher or member of the Senior Leadership Team for investigation. The only exception to this is if the complaint is about the Headteacher, in which case Stage Three should be actioned.
- ii. The complainant must put the complaint in writing, preferably using the proforma in Appendix B, addressed to the Headteacher either by letter or email, setting out briefly the facts and stating what it is that the complainant considers should have been done or where the academy has not met reasonable expectations. Where the issue has already been considered as a concern at Stage One, a clear reasoning as to why the resolution was not satisfactory should be outlined.
- iii. Acknowledgement of the Stage Two Complaint will be made in writing by the academy within two academy days, either confirming that the Stage Two procedure has been actioned or, where appropriate, that this should be dealt with at Stage One in the first instance, if not already happened (see 1.vii above).
- iv. Where a Stage Two complaint is confirmed, an investigation will be carried out by the Headteacher or a nominated individual identified by the Headteacher as appropriate, who may offer the complainant a meeting. The "Investigator" will speak to others involved as necessary.
- v. Where a meeting is requested, or would be helpful, the complainant may bring an independent third party with them, i.e. a suitable companion, however media or legal representation will not be allowed.
- vi. The "Investigator" will put their findings in writing and will indicate what, if any, steps they recommend be taken to resolve the matter. They will also indicate clearly if the complaint has been upheld or not. For more complex issues, the complaint may be broken down into sections, with each part reviewed separately. Where appropriate, if the Headteacher is not the Investigator themselves, they will write a concluding comment explaining their rationale for accepting all, or some, of the findings of the investigation.
- vii. Wherever reasonably possible, the findings will be sent to the complainant within 15 academy days of the academy's acknowledgement of the complaint.

viii.If, following the investigation, issues arise relating to staff discipline or capability, details will remain confidential to the Headteacher. However, the complainant should be informed that the academy has taken appropriate follow-up action.

### **3. Stage 3: Formal complaint communicated with the Chair of Governors**

- i. Where the complainant remains dissatisfied, or if the complaint is about the Headteacher, they may request the complaint is dealt with at Stage Three. Any such request must be set out in writing, preferably using the pro forma in Appendix B, stating where the complainant remains dissatisfied, why they feel it needs to be escalated, what they believe should have been done, and why they believe the academy has not met reasonable expectations. Such requests are to be sent to the Chair of Governors within 10 academy days of the complainant receiving the Stage Two response in writing..
- ii. Stage Three may only be used when all previous stages have been exhausted, unless there is a need to escalate an issue regarding the Headteacher beyond a Stage One concern.
- iii. The Clerk to the Governors will send acknowledgement of the written escalation to Stage Three within two academy days of its receipt, confirming one of the following:
  - The Chair of Governors has deemed that a clear rationale for the escalation has been provided, and they will either investigate or appoint a member of the Governing Board to investigate the complaint.
  - The Chair of Governors has deemed that the complaint has been escalated without appropriate regard to the previous Stages of the procedure, or without a clear rationale for the escalation after a Stage Two response.
- iv. Where a Stage Three complaint is initiated, the investigation will include the offer of a meeting with the complainant or the offer of mediation.
- v. The investigating governor will ask the clerk to the relevant academy's local governing body to convene a review panel to meet within fifteen school days of completion of the investigation. To avoid potential conflict and ensure that the process is fair and objective, the review panel will consist of three governors who do not have previous direct knowledge of the complaint. The investigating governor will not sit on the panel but will attend the review hearing to respond to questions on their report from the panel. If not enough impartial governors from an academy are available to form a panel, the clerk may ask governors from another academy within the Trust or Trustees sitting on the Sussex Learning Trust Board to sit on the panel. The panel will select a chair from among themselves.
- vi. The Chair of the panel will ensure all parties are treated equally. Each party will have an opportunity to set out written submissions prior to the meeting. The complainant and representatives of the academy will be invited to attend the review panel meeting. If the complainant chooses to attend the review hearing, they may be accompanied by a suitable companion who is not legal representation. The complainant should provide the panel with details of any accompanying companion in advance.
- vii. The Governing Body Investigator will put their findings in writing and will indicate what, if any, steps they recommend be taken to resolve the matter. They will also indicate clearly if the complaint has been upheld or not. For more complex issues, the complaint may be broken down into sections, with each part reviewed separately.

viii. Wherever reasonably possible, the findings will be sent to the complainant within 15 academy days of the academy's acknowledgement of the complaint. Where a meeting is requested with the complainant in order to fully investigate the complaint, this timescale may be extended up to a maximum of 30 academy days, but any such extensions will be communicated to the complainant, and the complainant kept informed of progress where necessary.

**4. Stage 4: Formal complaint escalated from Stage 3, to be reviewed by the Trustee Complaints Panel or when a complaint has been made about a member of the Central Trust Executive Team or a Chair of Governors.**

**NB: The following assumes that the complaint has been heard in a Stage 3 formal hearing, to which the complainant is automatically invited. If Stage 3 has not been enacted (see above), then the complainant will be invited to make representations to the Stage 4 Complaints Panel.**

- i. Where the complainant remains dissatisfied they may request the complaint is dealt with at Stage Four. Any such request should be set out in writing to the Clerk to Trustees, stating where the complainant remains dissatisfied, what further remedies are being sought and this must be lodged within 10 academy days of the complainant receiving the Stage Three findings in writing.
- ii. The Clerk to the Trustees will convene a Complaints Panel, which will consist of at least three Trustees, none of which will have been previously directly involved in the matters detailed in the complaint.
- iii. The members will decide amongst themselves who will act as the Chair of the Complaints Panel.
- iv. By way of documentation review of the previous stages, the Complaints Panel will initially decide – through majority vote or Chair deciding vote – whether the complainant has given clear reasons for being dissatisfied with the Stage Three response and that the further remedies being sought are clear. Confirmation, or otherwise, of the Panel's decision to investigate the concern at Stage Four will be issued in writing to the complainant within five academy days of the complaint. Where there is a decision to not consider this at Stage Four, a clear explanation behind this decision will be provided. **Stage 4 (including a formal panel meeting) will be enacted if Stage 3 has not occurred because of the reasoning outlined above, i.e. concerning a member of the Central Trust Executive Team or a Chair of Governors.**
- v. The Panel will decide whether to deal with the complaint by inviting the complainant and relevant academy staff to separate meetings on the same date or through written representations, but in making their decision they will be sensitive to the complainant's needs.
- vi. If the complainant is invited to attend a meeting, they may bring someone along to provide support. This can be a relative or friend, but legal or media representation is not allowed.
- vii. Any meeting conducted should not be considered as a court case. All panel meetings related to the complaint will be held in private, all on the same date, and will be as informal as circumstances allow.
- viii. The complainant will have the opportunity to put forward their reasons for dissatisfaction – both in terms of the original complaint but also their dissatisfaction at the Stage Three response – and to expand on them but may not introduce reasons that were not previously put in writing. Representatives from the academy involved in the complaint will also have the opportunity to put forward their side of things, either in writing or in a separate meeting with the Panel. Both the academy representatives and complainant will be able to ask questions of the Complaints Panel.



- ix. If a meeting is called, at least five academy days before the meeting date, the academy office will: confirm and notify the complainant 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; request copies of any further written material to be submitted to the Panel at least three academy days before the meeting. Any written material will be circulated to all parties at least 5 academy days before the date of the meeting. Panel will not normally accept, as evidence, recordings of conversations that SLTre obtained covertly and without the informed consent of all parties being recorded.
- x. The Panel will not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New concerns or complaints must be dealt with from Stage One or Stage Two of the procedure, as appropriate.
- xi. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.
- xii. The Panel will consider the complaint and all the evidence presented. The Panel can:
- uphold the complaint in whole or in part
  - dismiss the complaint in whole or in part.
- xiii. If the complaint is upheld in whole or in part, the Panel will:
- decide on the appropriate action to be taken to resolve the complaint.
  - where appropriate, recommend changes to the academy's systems or procedures to prevent similar issues in the future.
- xiv. The Chair of the Panel will provide the complainant with a full explanation of their decision and the reason(s) for it, in writing, within five academy days of all evidence being presented. If a meeting was called, this will be within five academy days of the date on which these took place.
- xv. The Chair of the Panel will also make findings and recommendations available and will ensure a copy of those findings and recommendations is:
- provided to the complainant and, where relevant, the person complained about
  - available for inspection on the academy premises by the Headteacher
- xvi. In addition, they will ensure that a written record is kept of all complaints that are made - whether they are resolved following a formal procedure, or procedure to a panel hearing.
- xvii. The Chair of the Panel will ensure further action will be taken by the academy as a result of those complaints (regardless of whether they are upheld); and will ensure that correspondence, statement and records relating to individual complaints are kept confidential - except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.
- xviii. The letter to the complainant will include details of how to contact the Education and Skills Funding Agency (ESFA) if they are dissatisfied with the way their complaint has been handled by SLT.

## **I. Next Steps**

- i. A written record will be kept of all complaints that were resolved at the Stages Two or higher of the concerns and complaints procedure. Records will contain details of whether the complaint was resolved at Stage Two, Stage Three or whether it proceeded to a Stage Four Panel hearing. The action taken by the academy as a result of a complaint (regardless of whether they are upheld) will also be recorded.
- ii. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.
- iii. Once the complaints process is concluded (or a complaint has been terminated due to undue delay or failure to lodge a Stage Three request within the time stated in the policy) the matter is closed. If the complainant is still not satisfied then they may contact the ESFA (there is an online procedure at [www.gov.uk](http://www.gov.uk)) or complainants may write to the Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD.
- iv. If at any level a complainant attempts to reopen an issue or a closely related issue that has already been dealt with under this complaints procedure, the Chair of Trustees may write to the complainant to inform them that the procedure has been exhausted and the matter closed, that continued correspondence on the same matter is vexatious and that the academy will not respond to any further correspondence on this issue or a closely related issue.
- v. Complainants must be aware of the Trust's policy on Unreasonable and Vexatious Complaints, as outlined in Appendix A.

## Appendix A

### Unreasonable and Vexatious Complaints

#### 1. Introduction

i. SLT is committed to dealing with all concerns and complaints fairly and impartially, and to providing a high quality service to those who complain. SLT will not normally limit the contact complainants have with an academy. However, SLT does not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive, threatening or harassing.

#### 2. Definition

i. SLT defines unreasonable complainants as 'those who, because of the frequency or nature of their contacts with the academy, hinder our consideration of their or other people's complaints'. This may include serial and persistent complaints or vexatious or frivolous complaints as [defined by the Education and Skills Funding Agency](#).

ii. A complaint may be regarded as unreasonable when the person making the complaint:

- 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 cooperate with the complaints investigation process while still wishing their complaint to be resolved
- refuses to accept that certain issues are not within the scope of a complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the Complaints Policy or with good practice
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or 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 raised in the complaint, 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) including as defined as serial and persistent by the Department for Education
- refuses to accept the findings of the investigation into that complaint where the academy's Complaints Policy has been fully and properly implemented and completed including referral to the Education Skills and Funding Agency
- seeks an unrealistic outcome

- makes excessive demands on academy time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with, including as defined as serial and persistent by the Department for Education
- makes a vexatious or frivolous complaint as defined by the Office of the Independent Adjudicator. *This is defined 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*

iii.A complaint may also be considered unreasonable if the person making the complaint

does so either face-to-face, by telephone or in writing or electronically:

- maliciously
- aggressively
- using threats, intimidation or violence
- using abusive, offensive or discriminatory language
- knowing it to be false
- using falsified information
- publishing unacceptable information in a variety of media such as in social media websites and newspapers

### **3. Contact whilst a complaint is being investigated**

i. Complainants should limit the number of communications with an academy while a 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.

### **4. Steps taken before marking a complaint “unreasonable”**

i. SLT takes all complaints seriously, and follows the Complaints Policy in order to seek an agreed and amicable resolution and reconciliation. SLT will always treat complaints reasonably and nothing in this Policy prevents a parent/carer raising a genuine new concern or complaint.

ii. Whenever possible, the Headteacher or the Chair of Governors will discuss any concerns with the complainant informally before applying an ‘unreasonable’ marking to any complaint and may propose mechanisms to assist the complainant with contacting the academy with respect to the complaint.

iii. If the behaviour continues, the Headteacher or Chair of Governors will write to the complainant explaining that their behaviour with respect to complaints is unreasonable and asking them to change it.

iv. For complainants who excessively contact our academy causing a significant level of disruption with one or more unreasonable complaints, SLT may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed regularly and at least termly.

- v. In response to any serious incident of aggression or violence or behaviour giving rise to cause for concern, the academy will put its concerns and actions in writing immediately and the police may be informed.
- vi. An academy may decide to bar an individual from their premises. This decision will be reviewed at regular intervals, and at least every term.
- vii. If an individual continues to make or pursue unreasonable complaints, the academy reserves the right to seek further legal advice and take such steps as are appropriate in all the circumstances, including for example seeking court orders to limit the individual's contact with or presence in or near to academy premises, any students, staff, parents/carers or other third parties as set out in the court order.

**Appendix B: Complaint Form (For Stages Two, Three and Four)**

Academy name:	
Name of complainant:	Complainant's email:
Student/ Pupil's name (if relevant):	
Relationship to the pupil (if relevant):	
Address: Postcode: Day time telephone number: Evening telephone number:	
Stage of Complaint (please circle or delete as appropriate): <ul style="list-style-type: none"><li>● <i>Stage Two</i></li><li>● <i>Stage Three</i></li><li>● <i>Stage Four</i></li></ul>	

If at Stage Two, please give details of the complaint, including whether or not it has been attempted to be resolved as a Stage One Concern by contacting a staff member

OR

If at Stages Three or Four, please give details of why the matter has escalated including why there remains dissatisfaction with the response at the earlier stage.

If at Stage Two, please outline what actions might resolve the problem at this stage?

OR

If at Stages Three or Four, please outline what further actions or remedies may be needed that did not occur at Stage Two and/or Three?

Please give details of any related paperwork attached to this complaint.

Signature:

Date:

**Please return to the Chair of Governors or Clerk to the Governors via the academy's main office.**

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: