

Appendix B – New Guild Trust – Flow Chart Summary of Complaints Procedure

Stage 1

• Informal Complaint

- It is to be hoped that most concerns can be expressed and resolved on an informal basis.
- raised to class teacher or senior leader to investigate
- informal written response within 5 school days of the date of receipt of the complaint

Stage 2

• Formal Complaint

- made to the headteacher via the school office (unless about the headteacher)
- headteacher will acknowledge receipt of the complaint within 5 school days
- headteacher (or delegate) will investigate the complaint
- at the conclusion of their investigation the headteacher will provide a formal written response within 15 school days of the date receipt of the complaint

Stage 3

• Panel Hearing

- request to escalate to Stage 3 must be made to the clerk, via the school office, within 5 working days of receipt of the stage 2 response.
- the clerk will acknowledge the receipt within 5 school days
- the clerk will write to the complainant to inform them of the date of the meeting. they will aim to convene a meeting with 20 school days of the receipt of the Stage 3 request.
- stage 3 will be heard by the trustees and an independent panel member.
- at least 10 school days before the meeting the clerk 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 committee at least 5 school days before the meeting.
- Any written material will be circulated to all parties at least 2 school days before the date of the meeting
- The Chair of the Committee will provide the complainant and the individual academy school with a full explanation of their decision and the reason(s) for it, in writing, within 10 school days.
- (see full procedure document for timescales and actions if the complaint is escalated to/ about the Trust, CEO or Trustee.

Next Steps

- If the complainant believes the school / trust 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 ESFA after they have completed Stage 3.
- The ESFA will not normally reinvestigate the substance of complaints or overturn any decisions made by The New Guild Trust. They will consider whether **<School Name>** has adhered to education legislation and any statutory policies connected with the complaint and whether they have followed Part 7 of the Education (Independent School Standards) Regulations 2014.
- The complainant can refer their complaint to the ESFA online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:
- Academy Complaints and Customer Insight Unit
- Education and Skills Funding Agency
Cheylesmore House, 5 Quinton Road, Coventry, CV1 2WT