



## Complaints Policy For The Beckmead Trust

Name of Policy	Complaints Policy
Policy Level	Trust
Date of Issue	July 2018
Author	Board of Trustees
Date of Next Review	January 2022
Signature	Dr Jonty Clark
Date of Signature	January 2021

## **Complaints about Academies**

Each Academy within the Beckmead Trust will maintain its' own complaints policy based on a template provided. (Appendix 1)

The information below outlines the process and procedure for appeals to the Trust when the local process has been exhausted.

### **Appeal to the Trust**

If the complainant is not satisfied with the outcome of the Complaints Committee of the LGB or with the way their complaint has been dealt with, they may take their complaint to the Beckmead Trust, by writing to the Clerk of the Trust within 20 school days of the date of the outcome letter, enclosing a copy of the original written complaint and indicating which matters remain unresolved and/or why they are dissatisfied with how their complaint has been handled. No new complaints may be included.

The Trustees will establish a Complaints Panel made up of at least three people who have not been involved with the matters that are the subject of the complaint, at least one of whom is independent of the management and running of the Trust. The Panel will choose one of their number to chair the meeting. The Clerk will arrange a meeting of the Trustees' Complaints Panel at a time convenient for all parties, as soon as possible and within 10-20 school days of receipt of the complainant's letter. Details of the appeal will be sent to the Headteacher and Chair of Governors (or governor nominated to act in their place). The Agenda for the meeting and copies of all papers submitted will be sent to members of the Panel, complainant, Headteacher and Chair of Governors (or governor acting in their place). The Headteacher will copy relevant papers to any member(s) of staff named in the complaint. The Trustees' Complaints Panel will consider the complaint on the basis of the papers they receive and what is said at the meeting.

Once the Trustees' Panel has heard from both parties, it will adjourn to make its decision. In the event of either party not attending the meeting, the Chair of Panel has the discretion to proceed or to adjourn the meeting.

The Trustees' Complaints Panel may:

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- Refer the complaint back to the school to reconsider from any stage of the Procedure;
- Uphold the complaint in full;
- Uphold the complaint in part; or
- Dismiss the complaint.
- Or it may give a more complex response.

Having come to a decision about the complaint, the Panel may refer issues of principle or general practice to the school, the Board of Trustees or the Executive Headteacher. The Clerk will write to the complainant within 10 school days, explaining the outcome of the Panel meeting, and advising the complainant of their right to take the matter to the ESFA.

Any staff complained about, the Headteacher, the Chair of Governors and the Chair of the Board of Trustees will be advised in writing or by email of the outcome of the meeting within 5 school days.

## **Complaints to the Education & Skills Funding Agency**

If a complaint has been considered in accordance with this Procedure, but this has failed to resolve the matter, then the complainant can make a complaint to the Education Skills Funding Agency (ESFA).

The ESFA will normally only consider a complaint after this Complaints Procedure has been exhausted. The ESFA cannot review or overturn decisions about complaints made by the school; they can only investigate whether the school considered the complaint appropriately. If the ESFA finds that the school did not consider a complaint appropriately it can request the school to re-consider the complaint or to review its complaints procedure.

If a complainant wishes to refer their complaint to the ESFA, they should write to: Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester M1 2WD.