

# East Midlands Academy Trust

## Complaints Policy

**'Every child deserves to be the best they can be'**

<b>Scope: East Midlands Academy Trust &amp; Academies within the Trust</b>	
<b>Version: V8</b>	<b>Filename:</b> EMAT Complaints Policy
<b>Approval: February 2026</b> EMAT Board of Trustees.	<b>Next Review: February 2027</b> <i>This policy will be reviewed annually by the owner and approved by the Trust Board</i>
<b>Owner:</b> Head of Governance & Compliance	<b>Union Status: N/A</b>

<b>Policy type:</b>	
Statutory	Replaces Trust's current policy

## Revision History

<b>Revision</b>	<b>Date</b>	<b>Revisor</b>	<b>Description of Revision</b>
Feb 2026 v8		A Rigler	Changed reference from ESFA to DFE in section 7.
January 2025 v7		A Rigler	Clarification that records of complaints are held centrally by the Governance team. Addition of Annex 4 - staff guidance flow chart Update to reflect current practice ie Head Teacher manages Stage 1 and Head of Governance & Compliance manages Stages 2 and 3. Removal of differentiation between members of the community and other stakeholders. General simplification of layout and content.
January 2024 – V5		A Rigler	Tightening up of language to clarify process. Addition of option to use governors outside of EMAT to complete panels.
January 2023 – Version 5		J Pierson	Policy updated in line with the latest DfE model policy and best practice guidelines for academy complaints procedures
July 2022 – Version 4		M Juan	Policy update – COVID19 references removed
July 2021 – Version 3		M Juan	Updates to include (in line with policy provided by legal team) clarity around the complaint stage process and who to address different types of complaint.
April 2021 – Version 2		M Juan	Updates to include: <ul style="list-style-type: none"><li>Everyone's invited EMAT statement</li></ul>
June 2020 – Version 1		M Juan	New EMAT Complaints Policy issued to all schools


**Inclusion**

**Innovation**

**Impact**



The Everyone's Invited campaign has rightly served to focus our minds on the need to continue to work together to protect children.

We, at EMAT, believe that schools play a crucial role in teaching pupils about sex and relationships, equality and diversity and modern citizenship as well as preparing them for the modern world. This is enacted through each school's culture, its curriculum, and all policies. We aim to give all pupils and staff a voice to enable them to act in a protective manner towards themselves and others. This includes developing a robust whistleblowing culture as well as fostering a culture of integrity and mutual respect.

We recognise that we have the responsibility of tackling sexual violence and harassment, instilling values in our stakeholders and encourage all to be driven by their strong moral compass. Like so much of education, our work must complement that undertaken by parents and carers so that young people receive a consistent message, and they can go about their lives free from harassment and abuse.

All of our schools will continue to engage with their stakeholders, listen to their concerns and signpost necessary support and provision within and beyond its schools. We ask that anyone who has experienced such behaviour, or who is suffering because of it, to report it to an appropriate adult either in the school or within the EMAT team so they can be supported, and steps can be taken to address the issue.

A dedicated NSPCC helpline is now available to support anyone who has experienced sexual abuse in educational settings or has concerns about someone or the issues raised. The dedicated **NSPCC helpline number is 0800 136 663 or by emailing [help@nspcc.org.uk](mailto:help@nspcc.org.uk)**

Staff members can also seek support from **Vivup on 0330 380 0658** or by visiting their website [www.vivup.co.uk](http://www.vivup.co.uk)

If you are troubled about possible wrongdoing at work, please don't keep it to yourself. Our **Whistleblowing Policy** is there to reassure you that it is safe and acceptable to speak up and to enable you to raise any concern you may have at an early stage and in the right way. If you feel unable to raise the matter with your manager, for whatever reason, please raise the matter with:

- **EMAT Head of Governance & Compliance** – Alexandra Rigler – [alexandra.rigler@central.emat.uk](mailto:alexandra.rigler@central.emat.uk)
- **EMAT Head of People & Culture** – Vicky Donnelly – [vicky.donnelly@central.emat.uk](mailto:vicky.donnelly@central.emat.uk)

If you are unsure about raising a concern you can get free and independent advice from **Protect helpline on 020 3117 2520 or by emailing [whistle@protect-advice.org.uk](mailto:whistle@protect-advice.org.uk)**



Inclusion



Innovation



Impact

## EMAT COMPLAINTS POLICY

### 1 AIMS AND KEY PRINCIPLES

- 1.1 To deal with complaints and concerns about an academy, the academy trust (EMAT) or any individual connected with it, by following a trusted procedure thoroughly and in an open, honest and fair manner.
- 1.2 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 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 of will not recur
  - an explanation of the steps that have been 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 trust policies in light of the complaint
  - an apology.
- 1.3 This policy will be circulated to all colleagues, who will be expected to familiarise themselves with the process so that they can be of assistance when an issue is brought to their attention.
- 1.4 In this procedure:
  - '**complaint**' means an expression of dissatisfaction however made, about actions taken or a lack of action.
  - '**concern**' means an expression of worry or doubt over an issue considered to be important for which reassurances are sought.
  - '**meeting**' means an in person or virtual meeting (ie telephone or video conference where all parties can participate verbally). Virtual meetings will only be held at the discretion of the Trust.
  - '**parent**' means a parent, carer or anyone with legal responsibility for a child
  - '**school days**' excludes weekends and academy holidays and periods of partial or total academy closure
  - '**trust**' means the academy trust
  - '**Head Teacher**' – includes Director of Primary Education, Executive Head Teacher or Head of School, depending on the leadership arrangements at the academy in question.
- 1.5 The timeframes referred to in this policy are our usual timeframes and the academy will seek to adhere to these timeframes where possible.
- 1.6 Before escalation all complainants must seek an informal resolution.
- 1.7 To investigate your complaint properly and fairly, we have implemented a staged approach. We anticipate that almost all complaints that arise will be resolved at Stage 1 or Stage 2 below.
- 1.8 We expect our members of staff to be addressed in a respectful manner and for communication to always remain calm. The procedure under Section 9 will only be used on very rare occasions to deal with unreasonably persistent complainants or unreasonable complainant behaviour.

- 1.9 Concerns or complaints should be brought to our attention as soon as possible. Any matter raised more than 3 months after the event will not be considered as part of this policy and any deviation from this will be at the discretion of the Trust.
- 1.10 On rare occasions an academy may receive complaints from several parents relating to the same issue. To deal with these complaints efficiently the academy will follow the procedure set out in Section 10.
- 1.11 If other bodies are investigating aspects of the complaint, for example the police, local authority safeguarding teams or tribunals/courts, 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 it becomes necessary to alter the time limits and deadlines set out within this procedure, you will be advised accordingly and given an explanation as to why this has been the case and provided with revised timescales.
- 1.12 Complainants should not approach individual governors or trustees to raise concerns or complaints. They have no power to act on an individual basis and it may prevent them from considering complaints at later stages.
- 1.13 In accordance with equity law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. We may for instance provide an interpreter or assist complainants to raise a formal complaint or hold meetings in an accessible location.
- 1.14 The Trust reserves the right to deviate from this policy if the complaint is vexatious and/ or malicious (see Section 9).

## 2 SCOPE

- 2.1 This procedure does not apply to concerns and complaints relating to the matters listed in Annex 1.
- 2.2 Anonymous concerns or complaints will not be investigated under this procedure.

## 3 RECORDS OF COMPLAINTS

- 3.1 The Trust will keep a record of all written formal complaints including at what stage they were resolved and the action taken, regardless of whether they were upheld. Correspondence, statements and records relating to individual complaints will be kept confidential except where:
  - access is requested by the Secretary of State
  - disclosure is required in the course of a school inspection
  - an individual has a legal right to access their own personal data contained within such documentation or
  - under other legal authority.
- 3.2 We will make the findings and recommendations of the panel available for inspection by the Trust and the Headteacher.

#### 4 STAGE 1: INFORMAL CONCERNs

- 4.1 Most enquiries and concerns can be dealt with satisfactorily by the class teacher or other members of academy staff without the need to resort to the formal procedure. We value informal meetings and discussions and encourage parents to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding.
- 4.2 Those concerns not resolved at this initial stage, should be referred to the Head Teacher for consideration under Stage 1 as an informal concern before they are escalated to formal stages. The Head Teacher may choose to delegate this responsibility where appropriate. Where the complaint directly concerns the conduct or actions of the Head Teacher, the LAB Chair will take overall responsibility for Stage 1 of the process.
- 4.3 The member of staff dealing with the concern should gain a clear understanding of the issue(s), what it is that the complainant considers should have been done, or where they feel the academy has not met reasonable expectations, as well as the resolution being sought.
- 4.4 An informal meeting to explore the issues and seek resolution without recourse to formal stages may take place. The Head Teacher will make sure that all parties are clear on what action (if any) has been agreed. This may be put in writing if appropriate.
- 4.5 It is expected that most issues will be resolved within 15 school days of being raised. Where an informal resolution has not been possible the complainant may escalate the issue to Stage 2 as set out below, as soon as possible and within 3 months after the relevant incident(s) took place.

#### 5 STAGE 2: FORMAL WRITTEN COMPLAINTs

- 5.1 If a complainant wishes to escalate their complaint to Stage 2, they should notify the EMAT Head of Governance & Compliance in writing within 3 months of the incident taking place.
- 5.2 A clear statement as to why the complainant remains dissatisfied and the remedies sought to resolve the complaint should be included, ideally using the Complaint Form (Annex 2). In all cases the written complaint must include:
  - the nature of the complaint
  - details of how the matter has been dealt with so far
  - the names of potential witnesses, dates and times of events and copies of all relevant documents and
  - a clear statement of the desired actions to resolve the complaint.
- 5.3 The complaint will normally be acknowledged in writing within 5 school days of receipt and will give a brief explanation of the Trust complaints procedure and a target date for providing a response. This will normally be within 15 school days of receipt.
- 5.4 The Head of Governance & Compliance will appoint an appropriate individual to investigate the complaint. This may be a Trust colleague from a different academy or the central team, a Trustee, or in exceptional circumstances an external investigator.
- 5.5 The complainant may be invited to a meeting to clarify their complaint and to explore possible resolutions. They may be accompanied by one other person, such as a friend, relative, advocate or interpreter. The Investigator may also be accompanied should they wish. Where possible, this meeting will take place within 10 school days of receipt of the written complaint.
- 5.6 If necessary, witnesses will be interviewed and statements taken from those involved. If the complaint centres on a pupil, the pupil should also be interviewed. Pupils should normally be interviewed with their parent present, but if this would seriously delay the investigation of a

serious or urgent complaint, or if the pupil has specifically said that they would prefer that their parents were not involved, another member of staff with whom the pupil feels comfortable should be present.

- 5.7 If the matter includes a complaint relating to a member of staff, the member of staff must have the opportunity to respond to the complaint.
- 5.8 Once the relevant facts have been established as far as possible, the complainant will be provided with a written response to the complaint, including an explanation of the decision and the reasons for it. This will include what action will be taken to resolve the complaint (if any). If the Investigator is unable to meet the deadline, they will provide an update and revised response date. The complainant will be advised that if they remain dissatisfied with the outcome of the complaint, they may escalate it to be heard by the Complaints Committee under Stage 3 of this procedure.

## 6 STAGE 3: REFERRAL TO THE COMPLAINTS COMMITTEE

- 6.1 If a complainant remains dissatisfied, they may request that a Complaints Committee be convened to consider the complaint by writing to the Head of Governance & Compliance within 15 school days of receiving the outcome of Stage 2. Any request should include the reasons why the complainant remains dissatisfied and what remedies are sought.
- 6.2 The committee will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with under Stage 1 of the procedure.
- 6.3 Requests received outside of this time frame will only be considered if exceptional circumstances apply.
- 6.4 Written requests will be acknowledged **within 5 school days** of receipt.
- 6.5 A Complaints Committee will be convened, made up of at least three members, including:
  - members of the Local Advisory Board and/or Trustees of EMAT with no prior involvement in the matter; and,
  - at least one person who is independent of the management and running of the school (this could be a governor from a different school in the trust or an appropriately skilled individual from outside the Trust).
- 6.6 The Complaints Committee will appoint one of their number to be the Chair of the Committee.
- 6.7 Every effort will be made to enable the hearing to take place as soon as possible and within 20 school days of the receipt of the request. The complainant will be informed in writing at least 5 school days before the hearing, of the date, time and place of the hearing, together with brief details of who will be present, and an explanation of what will happen at the meeting. Fair consideration will be given to any bona fide objection to a particular member of the committee.
- 6.8 If, despite best efforts, the complainant rejects the offer of three proposed dates without good reason, the Trust may determine that the hearing proceeds on the basis of written submissions from both parties.
- 6.9 The complainant should notify the Head of Governance in advance, if they are to be accompanied to the hearing by a friend, relative, advocate or interpreter. Any such companions are to provide support only and will only be permitted to speak in exceptional circumstances and with prior agreement from the Trust.

6.10 The meeting will be conducted in private. Representatives from the media and legal professions are not permitted to attend.

6.11 Copies of documentation pertaining to the complaint will be provided to the Complaints Committee as soon as practicable upon receipt. Additional information from other sources can be requested if necessary.

6.12 Either paper or electronic copies of these documents will be provided to all parties at least 3 school days before the hearing. Any documentation presented by either party less than 3 school days prior to the hearing will not be considered unless agreed in advance with the committee and both parties.

6.13 The Complaints Committee is under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account. The committee will not accept recordings of conversations that were obtained covertly and without informed consent.

6.14 The hearing will be conducted to ensure that each party can address the Complaints Committee. The procedure to be followed during the hearing will be explained to the parties by letter in advance of the hearing.

6.15 Sufficient notes will be taken to record an accurate reflection of the points considered and any decisions taken or actions agreed. Electronic recordings of the hearing will not be permitted unless required for reasons of disability or medical need, whereupon prior consent will be sought and then recorded in the minutes.

6.16 Unless otherwise stated, the procedure for the Stage 3 hearing is as follows:

- the parent/carer and academy representative will enter the hearing at the same time
- the Chair of the committee will introduce the committee members and outline the process
- the complainant will explain the issue they feel is unresolved
- the academy representative and committee members will question the complainant
- the academy representative will explain the academy/trust's actions
- the complainant and the committee members will question the academy representative
- the complainant will sum up their complaint
- the academy representative will sum up the academy/trust's actions
- the Chair of the committee will explain that both parties will hear from the committee within 5 school days
- both parties will leave at the same time, while the committee deliberates
- the Governance Professional will stay to assist the committee with its decision making.

6.17 The Complaints Committee reserves the right to modify the above procedure at their sole discretion, for example requiring the parent and the academy representative to present their complaint/actions separately to the Committee in the absence of the other party.

6.18 If the complainant fails to attend the meeting without a compelling reason, their complaint will be judged to be withdrawn (and the matter closed) from the Trust's perspective.

6.19 After the hearing, the Complaints Committee will consider the evidence and inform all parties (including the person complained about), of their decision including any recommendations, in writing within 5 school days. The letter will set out the decision and recommendations of the committee together with the reasons underpinning them. The committee can (by a majority if necessary):

- dismiss the complaint in whole or in part
- uphold the complaint in whole or in part
- decide on the appropriate action to be taken to resolve the complaint
- recommend changes to the academy or trust systems or procedures to ensure that problems of a similar nature do not happen again.

## 7 STAGE 4: REFERRAL OF COMPLAINT TO DEPARTMENT FOR EDUCATION (DFE)

- 7.1 If a complainant remains dissatisfied with the decision of the Complaints Committee, they are entitled to refer their complaint to the DFE. The DFE cannot change a Trust's decision about a complaint but can investigate whether the complaint was handled properly and in accordance with education legislation and any statutory policies connected with the complaint.
- 7.2 At the time of writing this procedure, the DFE procedure and complaints form are available at:

<https://www.gov.uk/complain-about-school>

or by writing to the:

Ministerial and Public Communication Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

## 8 COMPLAINTS ESCALATED RELATING TO THE TRUST, CEO, CENTRAL TEAM OR TRUSTEE

- 8.1 Complaints relating to the Trust should be sent to the Head of Governance & Compliance who will arrange for it to be investigated by a member of the senior leadership team in line with this policy.
- 8.2 The Head of Governance and Compliance will write to the complainant acknowledging the complaint within 5 school days of the date that the written request was received. The acknowledgement will confirm that the complaint will be investigated under Stage 2.
- 8.3 Following the investigation, the Head of Governance and Compliance will write to the complainant confirming the outcome within 15 school days of the date that the letter was received. If this time limit cannot be met, the reason for delay will be explained and a revised date provided.
- 8.4 If the complaint concerns the CEO or a Trustee, the complaint should be investigated by the Chair of the Trust Board in line with this policy. If a formal complaint is received about the Chair, the complaint will be referred to the Vice Chair for investigation.
- 8.5 In all instances, the investigating officer may differ depending on the subject of the complaint. In exceptional circumstances an independent investigator may be commissioned, who will submit a report on completion of the investigation.

## **9 UNREASONABLY PERSISTENT COMPLAINANTS AND UNREASONABLE COMPLAINANT BEHAVIOUR**

9.1 There are rare circumstances where we will deviate from the procedure set out in this policy. These include, but are not necessarily limited to:

- where the complainant's behaviour or language towards staff, members of the LAB or Trustees is abusive, offensive, discriminatory or threatening
- where the complainant's behaviour is hindering our consideration of complaints and/or the proper running of the academy because of the frequency or nature of the complainant's contact, such as, if the complainant:
  - submits a complaint that is vexatious or malicious
  - 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 complaint's investigation process
  - refuses to accept that certain issues are not within the scope of the complaints policy
  - 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 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
  - seeks an unrealistic outcome, such as the inappropriate dismissal of staff
  - makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint while the complaint is being dealt with
  - knowingly provides falsified information
  - publishes unacceptable information on social media or other public forums
- where the complainant's complaint is clearly frivolous, vexatious and/or has patently insufficient grounds. The Office of the Independent Adjudicator defines the characteristics of a 'frivolous' or 'vexatious' complaint 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
- where the complainant's complaint is the same, similar to or based on the same facts of a complaint which has already been considered in full.

9.2 In these circumstances, we may:

- inform the complainant that their behaviour is unacceptable or unreasonably persistent and ask them to change it

- restrict the complainant's access to the academy e.g. requesting contact in a particular form (for example, letters only), requiring contact to take place with a named person only, restricting telephone calls to specified days and times or banning the complainant from the academy's premises. Any such arrangements will be reviewed after six months
- conduct the Complaints Committee on the papers only i.e. not hold a hearing
- refuse to consider the complaint and, where this policy applies, refer the complainant directly to Stage 4.

9.3 In all cases we will write to tell the complainant why we believe his or her behaviour is unacceptable or unreasonably persistent, what action we are taking and the duration of that action.

9.4 We may take the decision not to respond to any further correspondence where:

- we have taken every reasonable step to address the complainant's concerns
- the complainant has been given a clear statement of our position and their options and
- the complainant contacts us repeatedly, making substantially the same points each time

9.5 The case for ceasing further correspondence is stronger where:

- letters, emails, or telephone calls are often or always abusive or aggressive or make insulting personal comments about or threats towards staff
- we have reason to believe the complainant is contacting us with the intention of causing disruption or inconvenience

9.6 Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff, members of the LAB or Trustees, we will consider other options, for example reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of that action.

## 10 COMPLAINT CAMPAIGNS

10.1 For the purposes of this policy, a complaint campaign is defined as a complaint from three or more separate individuals (whether or not connected with an academy or the Trust) which are all based on the same subject.

10.2 Depending on the subject in question, we may deviate from the procedure set out in this policy and instead:

- send a template response to all complainants and/or
- publish a single response on the academy/trust's website (as applicable)

## ANNEX 1 - MATTERS EXCLUDED FROM SCOPE OF THIS POLICY

Excluded Matters	Signposting
<b>Admissions</b>	The process for challenging admissions decisions is set out in the EMAT Admissions Policy in accordance with relevant statutory guidance.
<b>Child protection matters</b>	Complaints about child protection matters are handled under the EMAT 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 Multi-Agency Safeguarding Hub (MASH).
<b>Exclusions</b>	The process for challenging exclusions decisions is set out in the EMAT Pupil Suspension and Exclusion Policy and the DfE's statutory guidance. Information can be found at <a href="https://www.gov.uk/school-discipline-exclusions/exclusions">https://www.gov.uk/school-discipline-exclusions/exclusions</a> .
<b>National Curriculum content</b>	Please contact the Department for Education at <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>
<b>School re-organisation proposals</b>	Where concerns are not adequately addressed by the Trust, complaints can be raised directly with the Department for Education.
<b>Complaints about services provided by other providers who may use school premises or facilities</b>	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
<b>Staff grievances</b>	Complaints from staff will be dealt with under the EMAT Grievance Policy.
<b>Staff conduct</b>	Certain complaints about staff may need to be dealt with under the EMAT Disciplinary & Capability Policy and Colleague Code of Conduct 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.
<b>Statutory assessments of Special Educational Needs (SEN)</b>	Concerns about statutory assessments of special educational needs should be raised directly with the local authority.
<b>Whistleblowing</b>	EMAT have an internal Speak Up Policy for all our employees, including temporary staff and contractors. EMAT also has engaged the services of <a href="#">Protect</a> , an independent whistleblowing charity providing free independent advice. The Secretary of State for Education is the prescribed person for whistleblowers 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 should complain through the EMAT Complaints Policy. You may also be able to complain direct to the Department for Education (see link above), depending on the substance of the complaint

## ANNEX 2 - COMPLAINTS FORM

Your name:
[Pupils/students]’s name:
Your relationship to [pupils/students]:
Your address and postcode:
Your daytime telephone number:
Your evening telephone number:
Your email address:
Your complaint is: (if you have more than one complaint, please number these)
What action have you already taken to try and resolve your complaint(s)? (Who did you speak to and what was the response?)
What would you like as an outcome from your complaint(s)?
Are you attaching any paperwork? If so, give details here:

Your signature..... Date .....

All functions of the complaints procedure must adhere to the requirements of the Data Protection Act 2018 and the Freedom of Information Act 2000.

Please complete and return to the academy office in a sealed envelope addressed to the Headteacher/Head of School, Clerk- GP of the LAB or Head of Governance & Compliance (as appropriate).

### *Office use*

Date received .....

Date acknowledgement sent .....

Responsible member of staff .....

### ANNEX 3 - SUMMARY OF COMPLAINTS PROCEDURE FOR PARENTS & CARERS

<b>Stage 1:</b> <b>Informal concerns</b>	Parent brings complaint to attention of member of staff
	Issue to be resolved within 15 school days
	Where no satisfactory solution has been found, parent to be advised that they should proceed to Stage 2
<b>Stage 2:</b> <b>Formal Written Complaint</b>	Parent to put complaint in writing using Complaint Form within 3 months of the relevant incident taking place
	Complaint to be acknowledged within 5 school days
	(Optional) Meeting with parents within 10 school days
	Response to the complaint sent within 15 school days, where possible
<b>Stage 3:</b> <b>Referral to Complaints Committee</b>	Parent to request hearing within 15 school days of receiving notice of the outcome of Stage 2
	Request to be acknowledged within 5 school days
	Hearing to take place within 20 school days of receipt of request, where possible
	Notification of date, time and place of the hearing and details of the committee members present sent at least 5 school days before the hearing
	Academy representative and parents to submit evidence in support of their case to Clerk at least 3 school days before the hearing
	Complaints Committee decision sent not more than 5 school days after the hearing

### ANNEX 4 – CONTACT DETAILS

Please address all correspondence relating to Stage 1 complaints directly to the academy in question. Contact details are on all academy websites, accessible via [www.emat.uk](http://www.emat.uk)

For the escalation of complaints to Stage 2 or 3, please notify the Trust's Head of Governance & Compliance via email to [governance@emat.uk](mailto:governance@emat.uk)

For complaints relating to the Trust or its Board, a Trustee, the CEO, or a member of the Central Team please address your email to the Head of Governance & Compliance at [alexandra.rigler@central.emat.uk](mailto:alexandra.rigler@central.emat.uk)

## ANNEX 5 - STAFF GUIDANCE WHEN HANDLING COMPLAINTS

All complaints should be seen as an opportunity to improve trust procedures and practice. The following 5 steps should be followed when approached by a complainant. Further detail can be found in Part 1-4 of this policy.

