



COCKBURN
MULTI-ACADEMY TRUST
TRANSFORMATION TO EXCELLENCE

Complaints Policy & Procedure

Reviewed by: The Board

Date of Policy: September 2022

To be reviewed: September 2023

INTRODUCTION

1.1. Every well governed and well managed academy will, from time to time, will inevitably have to deal with complaints from parents/carers. The governing body must ensure, therefore, that proper procedures are in place to deal with such complaints. Please see Appendix A for the Complaints Procedure.

1.2. This policy should not be used to deal with complaints relating to:

- Admissions
- Statutory assessments of Special Educational Needs and Disabilities (SEND)
- Academy re-organisation proposals
- Complaints about services from other providers who may use academy premises or facilities
- Exclusion – refer to the academy’s Exclusion Policy
- Whistleblowing – refer to the Trust’s Whistleblowing Policy
- Disciplinary allegations against members of staff – these matters will invoke the academy’s internal disciplinary procedures. Complainants will not be informed of the outcome of any investigation.

At any stage within the complaints procedure a decision may be made, based upon details of the complaint, to refer it to a different procedure.

1.3. Complaints should be lodged promptly or at least within 2 calendar months of the incident. If a complaint is received after this time, unless there are exceptional circumstances, the academy will take no further action.

1.4. Governors need to avoid prior knowledge of any issues which might later be considered by an appeal panel. In general, the need to maintain a strategic overview, rather than a day to day operational involvement, should remain paramount.

2. INFORMAL RESOLUTION

2.1. Parents/Carers should feel free to raise their concerns with the class teacher, form tutor or other appropriate member of staff either in person or by telephone in order to seek a resolution to a complaint.

2.2. The academy is committed to responding as quickly as possible to any issues raised i.e. members of staff will listen to parents’/carers’ concerns and seek to reach a speedy and satisfactory resolution.

2.3. If a complaint is raised directly with the Head of School/Headteacher, it is likely the Head of School/Headteacher will forward the complaint to the most appropriate member of staff in the academy for it to be addressed.

2.4. Complainants will, where possible, receive a response to their concern within 5 school days. If it is not possible to meet this deadline they will be informed of when a response will be made.

2.5. If, at any time the Head of School/Headteacher feel that the complaint requires an investigation and formal response, it will be dealt with under the formal procedure.

2.6 Where the complaint is about the Head of School/Headteacher, the complaint should be put in writing for the attention of the Executive Headteacher. A complaint about the Executive Headteacher should be made in writing to the Chair of the Board of Cockburn Multi-academy Trust.

2.7. If, after attempting to resolve the issue informally, a complainant remains dissatisfied with the outcome they will be provided with information about the formal procedure.

3. FORMAL PROCEDURE

3.1. If a complainant is dissatisfied with the informal resolution, they should put their complaint in writing to the Head of School/Headteacher. The complainant should:

- Set out in reasonable detail the nature of the complaint and any unresolved issues;
- Clarify what actions they believe would put things right.

3.2. A senior member of staff, who has had no prior involvement with the complaint, will investigate the complaint.

3.3. During the investigation the investigating officer may contact the complainant to clarify the details of the complaint.

3.4. The investigating officer may be required to take statements from relevant witnesses and the complainant may be accompanied by a friend or relative to speak on their behalf or help make their case.

3.5. If the complaint involves a student, he/she should also be interviewed, normally by a member of staff with whom the pupil feels comfortable e.g. learning mentor, will attend the interview.

3.6. The investigating officer should keep written records of all meetings and telephone conversations undertaken as part of the investigation together with any other relevant documentation.

3.7. A full written response will be made to the complainant within 20 school days of the written complaint being received. Outcomes to a complaint may include:

- A finding that the complaint requires no further action;
- A finding that there is insufficient evidence to reach a conclusion such that the complaint cannot be upheld;
- An acknowledgement that the situation could have been handled differently or better (this is not the same as an admission of negligence);

- An apology;
- An explanation of the steps that have been taken to ensure it will not happen again;
- An undertaking to review academy or Trust procedures in light of the complaint.

3.8. The complainant will be advised that if they are dissatisfied with the outcome they may refer the matter to the governing body.

4. APPEAL PANEL

4.1. If the complainant is dissatisfied with the formal resolution they have a right to appeal to a specially convened appeal panel.

4.2. Appeals should be lodged with the Chair of Governors within 10 school days of receipt of the formal procedure outcome. If the subject of the complaint is the Executive Headteacher the appeal should be lodged with the Chair of the Board within 10 school days of receipt of the stage two decision. Where there is a delay in submitting an appeal without good reason, the Chair of Governors/Chair of the Board may decide that the appeal is out of time and will not be heard further.

4.3. The panel will meet within 25 school days of receiving the appeal and the complainant and the Headteacher/Head of School/Executive Headteacher will be informed of the date, time and venue of the hearing.

4.4. The complainant will receive, at least 5 school days before the panel meets, copies of any relevant documentation to the complaint.

4.5. The panel will be identified by the Chair of Governors/Chair of the Board and will comprise of two governors/board members who have not been directly involved in the matters detailed in the complaint and a third panel member who will be independent of the management and running of the academy/Trust.

4.6. The panel will appoint its own chair, normally the Chair or Vice-chair of Governors. The chair of the panel will ensure that minutes are taken at the appeal hearing.

4.7. The panel will consider the way the complaint has been handled by the academy. The panel will hear the report of the investigating officer and any submissions by the complainant.

4.8. It will be open to the appeal panel to:

- Dismiss the complaint in whole or in part;
- Uphold the complaint in whole or in part;
- Decide on any reasonable action to resolve the complaint;
- Recommend changes to the Academy's systems or processes.

4.9. The complainant may be accompanied by a relative to speak on their behalf or help present their case. A hearing will generally be conducted in accordance with Appendix C.

4.10. The decision of the panel is final and a copy of the findings and recommendations will be provided to the complainant, and where relevant, the person complained about, within 5 school days.

4.11. A copy of the finding and recommendations will be made available for inspection on the academy premises by the Head of School/Headteacher and the Board of Cockburn Multi-academy Trust.

4.12. A further stage of appeal can be taken to the Secretary of State at the Department for Education, but only on the grounds that the governing body is acting or proposing to act unreasonably or illegally.

5. RECORD KEEPING

5.1 A written record will be kept of all formal complaints detailing whether they were resolved following a formal procedure or proceeded to an appeal panel. A written record will also be kept in relation to action taken by the academy as a result of those complaints regardless of whether they were upheld.

6. CONFIDENTIALITY

6.1. All documentation and information retained in relation to a complaint will be treated in confidence unless there is a specific reason which would require disclosure for example a referral in relation to Safeguarding, where the Secretary of State or a body conducting an inspection under Section 109 of the 2008 Act requests access to them.

APPENDIX B: COMPLAINTS PROCEDURE

Who can make a complaint?

This complaints procedure is not limited to parents/carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Cockburn Haigh Road Academy about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints 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's procedure. Cockburn Haigh Road Academy takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

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

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Complaints against school staff (except the Head of School) should be made in the first instance, to Mrs J Padgett (Head of School) via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the Head of School should be addressed to Jon Hairsine (the Chair of Governors), via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to Mrs Burns, COO for the Trust via the school office. Please mark them as Private and Confidential.

Complaints about the Chief Executive Officer (CEO) or a trustee of the Trust, should be addressed to Peter Nuttall, Chair of Trustees, via Cockburn School, Gipsy Lane, Leeds, LS11 5TT. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the school office. You can also ask a third-party organisation for example like the Citizens Advice to help you.

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.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Head of School or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

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.

Scope of this complaint's procedure

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

Exceptions	Who to contact
<ul style="list-style-type: none"> • Admissions to schools 	Concerns about admissions should be handled through a separate process – either through the appeals process or via the local authority.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.</i>
<ul style="list-style-type: none"> • Whistleblowing 	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.
<ul style="list-style-type: none"> • Staff grievances 	Complaints from staff will be dealt with under the school's internal grievance procedures.
<ul style="list-style-type: none"> • 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.

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 this happens, we will inform you of a proposed new timescale.

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

Withdrawal of a complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Cockburn Haigh Road Academy procedures for dealing with complaints.

The majority of concerns from parents/carers and others are handled under the following general procedures. The procedure is divided into three stages;

- **Stage 1** aims to resolve the concern through informal contact at the appropriate level in the academy.
- **Stage 2** is the first formal stage at which written complaints are considered by the Executive Headteacher, Head of School or the designated governor (if the complaint is regarding the Executive Headteacher or Head of School), who has special responsibility for dealing with complaints.
- **Stage 3** is the next stage once stage one has been worked through. It involves a complaints appeal panel of governors.

How each of these stages operates is explained below:

Informal stage – your initial contact with the academy

1. Many concerns will be dealt with informally when you make them known to us. The first point of contact should be your child's Form Tutor.
2. Once your concern is made known to us, we will see you, or contact you by telephone or in writing, as soon as possible. If it is necessary, all members of staff know how to refer to the appropriate person with responsibility for your particular issues. He or she will make a clear note of the details and will check later to make sure that the matter has been followed up.
3. Any actions or monitoring of the situation that has been agreed, will be communicated clearly and we will confirm this in writing to you.
4. If necessary we will contact appropriate people who may be able to assist us with our enquiries into your concern.
5. We will normally update you on the progress of our enquiries within ten school days. Once we have responded to your concern, you will have the opportunity of asking for the matter to be considered further.

6. If you are still dissatisfied following this informal approach, your concern will become a formal complaint and we will deal with it at the next stage.

Stage one – formal consideration of your complaint

This stage in our procedure deals with written complaints. It applies where you are not happy with the informal approach to dealing with your concern, as outlined above.

1. Normally, your written complaint should be addressed to the Head of School or Executive Headteacher. If, however, your complaint concerns the Head of School or Executive Headteacher personally, it should be sent to the academy marked "for the attention of the Chair of Governors".
2. We will acknowledge your complaint in writing as soon as possible after receiving it.
3. We will enclose a copy of these procedures with the acknowledgement.
4. Normally we would expect to respond in full within 15 school days but if this is not possible we will write to explain the reason for the delay and let you know when we hope to be able to provide a full response.
5. As part of our consideration of your complaint, we may invite you to a meeting to discuss the complaint and fill in any details required. If you wish, you can ask someone to accompany you to help you explain the reasons for your complaint.
6. The Head of School or Executive Headteacher, or designated governor may also be accompanied by a suitable person if they wish.
7. Following the meeting, the Head of School/Headteacher or Executive Headteacher, investigating officer or designated governor will, where necessary, talk to witnesses and take statements from others involved. If the complaint centres on a student, we will talk to the student concerned and, where appropriate, others present at the time of the incident in question.
8. We will normally talk to students with a parent or carer present, unless this would delay the investigation of a serious or urgent complaint, or where a student has specifically said that he or she would prefer the parent or carer not to be involved. In such circumstances, we will ensure that another member of staff, with whom the student feels comfortable, is present.
9. If the complaint is against a member of staff, it will be dealt with under the academy's internal confidential procedures, as required by law.
10. The designated governor will keep written/typed, signed and dated records of all meetings and telephone conversations, and other related documentation.
11. Once we have established all the relevant facts, we will send you a written response to your complaint. This will give an explanation of the Head of School or Executive Headteacher's or designated governor's decision and the reasons for it. If follow-up action is needed, we will indicate what we are proposing to do. We may invite you to a meeting to discuss the outcome as part of our commitment to building and maintaining good relations with you.
12. The person investigating your complaint may decide that we have done all we can to resolve the complaint, in which case we may use our discretion to close the complaint at this point. Please see the next page for further information about this process.

13. If you are unhappy with the way in which we reached our conclusions, you may wish to proceed to stage two, as described below.

Stage two - consideration by a governor's appeal panel

- If the complaint has already been through stage one and you are not happy with the outcome as a result of the way in which the complaint has been handled, you can take it further to a governor's appeal panel. This is a formal process, and the ultimate recourse at academy level.
- The purpose of this arrangement is to give you the chance to present your arguments in front of a panel of governors who have no prior knowledge of the details of the case and who can, therefore, consider it without prejudice.
- However, the aim of a panel is not to rehear the complaint. It is there to review how the complaint has been investigated and to determine whether this has been conducted fairly. It is there to establish facts and make recommendations which will reassure you that we have taken the complaint seriously.

The governors appeal panel operates according to the following formal procedures:

1. The governing body will convene a panel of three governors and will aim to arrange for the panel meeting to take place within 20 school days.
2. You will be asked whether you wish to provide any further written documentation in support of your appeal.
3. The Head of School or Executive Headteacher or complaint investigator will be asked to prepare a written report for the panel. The panel can request additional information from other sources if necessary.
4. You will be informed, at least five school days in advance, of the date, time and place of the meeting.
5. With the letter, you will receive any relevant correspondence or reports regarding stage one and you will be asked whether you wish to submit further written evidence to the panel.
6. The letter will explain what will happen at the panel meeting and that you are entitled to be accompanied to the meeting. The choice of person to accompany you is your own, but it is usually best to involve someone in whom you have confidence but who is not directly connected with the academy. They are there to give you support but also to witness the proceedings and to speak on your behalf if you wish.
7. If it is necessary in the interests of the ratifying the investigative process, the complaint investigator may, with the agreement of the chair of the panel, invite relevant witnesses directly involved in matters raised by you to attend the meeting.
8. The chair of the panel will bear in mind that the formal nature of the meeting can be intimidating for you and will do his or her best to put you at your ease.
9. As a general rule, no evidence or witnesses previously undisclosed should be introduced into the meeting by any of the participants. If either party wishes to do so,

the meeting will be adjourned so that the other party has a fair opportunity to consider and respond to the new evidence.

10. The chair of the panel will ensure that the meeting is properly minuted. Please understand that any decision to share the minutes with you, the complainant, is a matter for the panel's discretion and you do not have an automatic right to see or receive a copy as the minutes are the property of the governing body. Since such minutes usually name individuals, they are understandably of a sensitive and, therefore, confidential nature.

11. Normally, the written outcome of the panel meeting, which will be sent to you, should give you all the information you require. If, however, you feel that you would like to have a copy of the minutes it would be helpful if you could indicate this in advance. If the panel is happy for the minutes to be copied to you, the clerk can then be asked maintain confidentiality in the minutes.

12. During the meeting, you can expect there to be opportunities for:

- the panel to hear you explain your case and your argument for why it should be heard at stage two;
- the panel to hear the complaint investigator's case in response;
- you to raise questions via the chair;
- you to be questioned by the complaint investigator through the chair;
- the panel members to be able to question you and the complaint investigator; and
- you and the Head of School or Executive Headteacher to make a final statement.

13. In closing the meeting, the chair will explain that the panel will now consider its decision and that written notice of the decision will be sent to you and the Head of School or Executive Headteacher within three school days. All participants other than the panel and the clerk will then leave.

14. The panel will then consider the complaint and all the evidence presented in order to:

- reach a unanimous, or at least a majority, decision on the case;
- decide on the appropriate action to be taken, if necessary; and
- recommend, where appropriate, to the governing body changes to the academy's systems or procedures to ensure that similar problems do not happen again.

15. The clerk will send you and the Head of School or Executive Headteacher a letter outlining the decision of the panel. The letter will also explain that you are entitled to have the handling of the complaint reviewed by the Secretary of State for Education.

16. We will keep a copy of all correspondence and notes on file in the academy's records but separate from students' personal records.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint

- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

Closure of complaints

- Very occasionally, an academy and/or the Trust will feel that it needs, regretfully, to close a complaint where the complainant is still dissatisfied.
- We, and the Trust where appropriate, will do all we can to help to resolve a complaint against the academy but sometimes it is simply not possible to meet all of the complainant's wishes.
- Sometimes it is simply a case of "agreeing to disagree".
- If a complainant persists in making representations to the academy– to the Head of School or Executive Headteacher, designated governor, chair of governors or anyone else – or to the local authority, this can be extremely time-consuming and can detract from our responsibility to look after the interests of all the children in our care.
- For this reason, we are entitled to close correspondence (including personal approaches, as well as letters and telephone calls) on a complaint where we feel that we have taken all reasonable action to resolve the complaint and that the complaint has exhausted our official process. The local authority will support us in this position, and especially where the complainant's action is causing distress to staff and/or students.
- In exceptional circumstances, closure may occur before a complaint has reached stage two of the procedures described in this document. This is because a complaints panel takes considerable time and effort to set up and we must be sure that it is likely to assist the process of investigating the complaint.

The designated governor may decide, therefore, that every reasonable action has been undertaken to resolve the complaint and that a complaints review panel would not help to move things forward.

Where you have been through the academy's internal complaints procedures (with or without recourse to a complaints review panel) and are still unhappy with the outcome or decision from the governing body, you can write to the Secretary of State for Education at the address below:

Secretary of State
Department for Education (DfE)
Castle View House
East Lane
Cheshire
WA7 2GJ

Please enclose with your letter to the DfE a copy of the complaint outcome. This will save time in that the DfE will not need to ask for our view of what has happened.

We would advise parents/carers that, unless the academy is shown to have behaved unreasonably or not to have followed their own procedures, there is likely to be little further action that can be taken, as governing bodies are empowered to deal with many issues without reference to either the local authority or the secretary of state.

If your concern is about an aspect of special educational needs provision, which might include information about relevant voluntary organisations and support groups in Leeds, you might like to talk to our parent partnership service on their helpline: 0113 395 1200.

APPENDIX B: POLICY FOR UNREASONABLE COMPLAINANTS

1.0 INTRODUCTION

1.1 Cockburn Multi-academy 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 academies. 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.

1.2 Cockburn Multi-academy Trust defines unreasonable complainants as 'those who, because of the frequency or nature of their contacts with an academy would cause significant disruption to the safe and effective operation of the academy, harass or threaten any member of staff, or engage in vexatious complaints by seeking to re-open matters that have already been the subject of a concluded complaints procedure.

1.3 Where a complainant acts in an unreasonable fashion, the Head of School/Headteacher, Executive Headteacher, Chair of Governors or Chair of the Trust Board (as relevant) may at any time inform the complainant that the complaints procedure has been exhausted and has come to an end by reason of the conduct of the complainant.

2.0 UNREASONABLE COMPLAINTS

2.1 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 co-operate 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 adopted complaints procedure 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, 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 academy'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 academy/college 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.

2.2 A complaint may also be considered unreasonable if the person making the complaint acts in a manner which is:

- malicious;
- aggressive;
- threatening, intimidating or violent;
- made using abusive, offensive or discriminatory language;
- made knowing the complaint to be false;
- made using falsified information;
- otherwise made using conduct which is intended to intimidate, harass or is otherwise similarly inappropriate.

3.0 COMMUNICATIONS

3.1 Complainants should limit the numbers of communications with the 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.

3.2 Whenever possible, the Head of School/Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' determination.

3.3 If the behaviour continues the Head of School/Headteacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact Cockburn Multi-academy Trust establishments, causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

3.4 In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from academy premises. Although fulfilling a public function, academies are places where the safety of students and staff is paramount. The public has no automatic right of entry. Cockburn Multi-academy Trust will therefore act to ensure they remain safe places for students, staff and other members of the community.

APPENDIX C: CONDUCT OF AN APPEAL HEARING

1. The Chair will welcome the complainant and introduce the panel members;
2. The Chair will explain the appeal hearing process and ask if there are any questions. Minutes of the hearing will be taken;
3. The complainant will present their complaint along with any comment on the documents produced or the manner in which the complaint was handled;
4. Questions may then be asked of the complainant;
5. The "deciding officer" in formal resolution process will then present their reasons for why they reached their decision. Other witnesses may be invited to attend and speak where the Chair of the Appeal Hearing has agreed;
6. Questions may then be asked of the "deciding officer";
7. Where the Chair of the appeal hearing has permitted other witnesses to be present, they may present their facts and may be questioned by the complainant, the "deciding officer" and the appeal panel.
8. The Chair will invite the complainant, and then the "deciding officer" to make their final statement;
9. The Chair will then inform the complainant that the appeal panel will consider the information heard and will provide a written response within 5 academy/college days.

Appendix D - Complaints Form

Your name:
Student name:
Your relationship to the student:
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/ Executive Headteacher, Chair of Governors/Chair of the Trust (as appropriate).

Office use

Date received

Date acknowledgement sent

Responsible member of staff