



Complaints Policy

(for Non-parents / carers)

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1. Purpose

This policy outlines how individuals who are not parents or carers of current pupils can raise concerns or complaints about the Trust and its Academies. It ensures that all stakeholders, including members of the public, are treated fairly and that their concerns are addressed appropriately.

2. Scope

This policy applies to:

- Former pupils or their families
- Local residents
- Visitors to the Trust or Academies
- Organisations or individuals using Trust's facilities
- Any member of the public with a legitimate concern

It does not apply to:

- Admissions (handled by the Trust)
- Pupil exclusions (DfE guidance applies)
- Staff grievances or disciplinary matters
- Child protection concerns (refer to safeguarding policy)

3. Definitions

Concern: An expression of worry or doubt over an issue considered important, for which reassurances are sought.

Complaint: An expression of dissatisfaction about actions taken or a lack of action.

4. General Principles

Anyone can make a complaint about any service or facility the Trust provides.

Complaints should be resolved at the earliest possible stage.

The process should be impartial, non-adversarial, and confidential.

Complaints must be handled in a timely manner.

5. Stages of the Complaints Process

Stage 1: Informal Resolution

Complainants should contact the Trust office or relevant staff member.

The Trust will aim to resolve the issue informally within 20 school days.

If unresolved, the complainant may proceed to Stage 2.

Stage 2: Formal Complaint

Complaints should be submitted using the Trust Complaint Form

The Trust will acknowledge receipt within 5 working days.

A full response will be provided within 20 school days, unless exceptional circumstances apply.

Complaints About Third Parties Using Trust Facilities

Complaints about external providers should be directed to them directly.

The Trust will assist in signposting the correct contact if needed.

Serial or Duplicate Complaints

Complaints already addressed may be considered “serial” and not responded to again.

New aspects of a previously resolved complaint will be considered afresh.