# COMPLAINTS PROCEDURE

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Reviewed by the SLT MAT Board

“The Trustees of the Southport Learning Trust are committed to safeguarding and promoting the welfare of children and young people at every opportunity and expect all staff and volunteers to share this commitment”

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## 1. Introduction

1.1 The aim of this policy is to resolve complaints or concerns about Southport Learning Trust, the "Trust", any School within the Trust or any individual connected with the Trust, in a fair, thorough and transparent way. The Trust takes complaints seriously and views them as a chance to learn and improve for the future.

1.1 Anyone can make a complaint, but a different process applies depending on whether the person raising the complaint is a parent/carer[1] of a current pupil at a School within the Trust. Please refer to Part A below if you are a parent of a current pupil, otherwise please see Part B.

1.3 Please note that complaints about matters where an alternative complaints/appeal process exists will not be generally dealt with under this policy. These are set out below in Part C.

1.4 Requests for reasonable adjustments to the process set out below will be considered to ensure that Complainants can access and complete the process.

1.5 The complaint procedures set out in this policy do not apply to and are not intended for use by pupils.

1.6 Those considering raising a complaint are reminded that the School's core purpose is to educate and safeguard pupils. It has a responsibility, as a publicly funded body, to allocate its resources proportionately and fairly. Complainants are therefore requested to cooperate with this process, and to be mindful of the length and volume of correspondence. This will also assist with ensuring a prompt and effective resolution.

1.7 The national charity Parentkind has published Department for Education (DfE) endorsed guides for parents and for schools in relation to resolving complaints on its website[2]. All complainants are encouraged to read the Parentkind guidance before raising a complaint under this procedure.

Part A – Complaints procedure for parents/carers of current pupils[3]

## 2. Informal resolution

2.1 Any matter of concern or complaint should be raised, and attempted to be resolved, on an informal basis. Generally, it is expected that, where the matter relates to a pupil, it will have been raised with the pupil's Class Teacher in a primary school, Form Tutor/Head of Year in a secondary school before a request is made to deal with it under the formal stages of this policy.

2.2 The concern or complaint should be raised with the School or Trust within 3 months of the incident or, where a series of associated incidents have occurred, within 3 months of the last of these incidents. Complaints made outside of this time frame may not be considered unless exceptional circumstances apply.

2.3 The School will seek to resolve matters at the informal stage within 15 school days[4] of the issue being raised by the parent.

2.4 Where the matter is not resolved at the informal stage, it may be elevated to the formal stage as set out below.

[1] References to 'parents' in this policy include carers.

[2] https://www.parentkind.org.uk/parent-guide-to-raising-concerns-with-your-childs-school

[3] Where the complaints process has been started (but not completed) whilst parents/carers have children at the Academy, but the children have since left, the procedure for current parents should continue to be used.

[4] School days in this policy refers to days when the Academy is open to pupils for teaching, and does not include INSET days.

## 3. Stage 1 – Formal resolution: investigation by a nominated individual

3.1 Stage 1 complaints must be set out in writing, using the form available at Appendix 1, within 10 school days of the informal complaint response and addressed to the Headteacher of the School unless the complaint relates to the Headteacher in which case please refer to the section headed 'Complaints against specific role-holders' below. The complaint should set out briefly the grounds of the complaint, stating what it is that the parent considers should have been done or where the School or Trust has not met reasonable expectations and confirming the outcome sought.

3.2 An investigation will be carried out by a nominated individual identified by the Headteacher as appropriate, who will acknowledge the complaint within 5 school days and may offer the parent a meeting. The investigator will speak to others involved. Whenever reasonably possible, any meeting with the parent will take place within 15 school days of the written complaint being received.

3.3 The investigator will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of any meeting with the parent; if no meeting is arranged it will be within 25 school days of the written complaint being received.

3.4 Where the parent remains dissatisfied, he or she may request that the complaint be escalated to Stage 2.

## 4. Stage 2 – Formal resolution: Investigation by Governors

4.1 Stage 2 complaints must be set out in writing, using the form available at Appendix 1, within 10 school days of the Stage 1 complaint response and addressed to the Chair of Governor of the School unless the complaint relates to the Chair of Governors in which case please refer to the section headed 'Complaints against specific role-holders' below. The complaint should set out briefly the grounds for escalation of the complaint, stating what it is that the parent considers has not been addressed as part of the Stage 1 investigation and outcome response.

4.2 An investigation will be carried out by the Chair of Governors, or other Governor as appropriate, who will acknowledge the complaint within 5 school days and may offer the parent a meeting. The investigator will speak to others involved in the Stage 1 investigation. Whenever reasonably possible, any meeting with the parent will take place within 15 school days of the written complaint being received.

4.3 The investigator will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of any meeting with the parent; if no meeting is arranged it will be within 25 school days of the written complaint being received.

4.4 Where the parent remains dissatisfied, he or she may request that the complaint be escalated to Stage 3.

## 5. Stage 3 – Formal resolution: Complaints Panel Meeting

5.1 Stage 3 complaints must be set out in writing, stating where the parent remains dissatisfied and the outcome sought, and lodged with the Governance Professional to the Trustees within 10 school days of the Stage 2 response.

5.2 The Governance Professional to the Trustees will acknowledge the Stage 3 complaint within 5 school days and will convene a Complaints Panel.

5.3 The Complaints Panel must comprise at least three people, which will include one person who is independent of the management and running of the School.

5.4 The Complaints Panel may include, but is not limited to, one or more persons from the following categories:

- a member of a Local Governing Body from another School within the Trust;
- a member of the Board of Trustees from the Trust;
- a member of a Local Governing Body or Trustee of another Trust; and/or
- a person not connected with the School or the Trust such as a Headteacher of a Trust school.

5.5 None of the members of the Complaints Panel will have been directly involved in the matters detailed in the complaint.

5.6 The independent panel member may be a member of a Local Governing Body or Headteacher from another School within the Trust as long as they have no conflict and no prior knowledge of the complaint.

5.7 The Governance Professional will invite the School to put in writing its response to the Stage 3 complaint within 15 school days of receiving the request. Whether or not the School has responded, the Governance Professional will convene a meeting of the Complaints Panel. That meeting will be held on School or Trust premises as quickly as practicable given the need to find a date that is reasonably convenient for the parent, the School and the members of the Complaints Panel. Whenever possible, the meeting will be held within 15 school days of the end of the School's response time. The meeting date, time and location will be confirmed to all parties at least 10 school days in advance.

5.8 The meeting is not a court case; it will be held in private and will be as informal as circumstances allow. For this reason, electronic recordings of meetings or conversations are not permitted unless a parent's disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before the recording of the meeting takes place. Consent will be recorded in any minutes taken. The parent will have the opportunity to put forward her/his reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing. The Complaints Panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded. The parent and the School/Trust will have the opportunity to put forward their respective version and views of events and each side, and the Complaints Panel members will be able to ask questions. The parent will have the opportunity to make final comments to the Complaints Panel.

5.9 The Complaints Panel may make findings and recommendations, and a copy of those findings and recommendations will be:

- sent by electronic mail or otherwise provided in writing to the parent and, where relevant, the School or person complained about; and

- available for inspection on the School premises by the Trust, the Headteacher and the Chief Executive Officer.

5.10 The Complaints Panel will formulate its response as quickly as reasonably possible, aiming to do so within 10 school days, and the Governance Professional will notify all concerned.

5.11 At any meeting, the parent will be entitled to bring a companion along to provide support. Legal representation will only be permitted in exceptional circumstances.

5.12 If the parent fails to attend the Complaints Panel Meeting on the day without compelling reasons, the Complaints Panel will still proceed in their absence, and the process will continue to its conclusion. Any further attempt to re-open the matter will be considered as falling under the "Serial or persistent Complainants" section as set out below.

## *6.* Department for Education

6.1 Once the complaints process is concluded (or a complaint has been terminated due to undue delay or failure to lodge a request for a Stage 3 Complaints Panel Meeting within the time stated in the policy) the matter is closed. If the Complainant is still not satisfied, then they may contact the Department for Education (DfE). There is an online procedure at:

https://www.gov.uk/complain-to-dfe

The Complainant may also write to the DfE at:

Ministerial and Public Communication Division
Department for Education
2nd Floor, Piccadilly Gate
Manchester M1 2WD

## 7. Complaints against specific role-holders

7.1 *Complaints against the Headteacher*

Any complaint relating to the Headteacher of a school must be raised in the first instance with the Chief Executive Officer who will, if an informal resolution cannot be reached, designate an Executive Director to investigate the complaint as per Stage 1.

7.2 *Complaints against the Local Governing Body*

Where a complaint is brought against a member of the Local Governing Body, it should be raised with the Chair of the Local Governing Body, who will investigate the complaint (or appoint another member of the Local Governing Body to do so) in the same way as in the first stage of the formal process at Stage 1.

If the complaint is against the Chair of the Local Governing Body, then the Vice Chair of the Local Governing Body will investigate the complaint (or appoint another member of the Local Governing Body to do so) in the same way as in the first stage of the formal process at Stage 1.

In exceptional circumstances the Chair of Trustees may at his or her absolute discretion determine that a complaint against a member of the Local Governing Body should be dealt with at Trust Board level and, if so determined, the Chair of Trustees or a Vice Chair of Trustees will oversee Stage 1.

7.3 *Complaints against individual Trustees/the Board of Trustees*

If the complaint is against a Trustee, then it should be raised with the Chair of Trustees by writing to the Governance Professional to the Board of Trustees. In the case of a complaint against either the Chair or the Board of Trustees as a whole, then it should be put in writing to the Governance Professional Board of Trustees who will refer it to the Members.

In such cases, the Chair of Trustees/the Members will investigate the complaint or appoint an appropriate person to do so in the same way as in the first stage of the formal process at Stage 1.

Where the complaint moves to Stage 3, the Chair of Trustees /the Members (as applicable) will determine how the Complaints Panel is to be constituted but will ensure that at least one person is independent of the management and running of the School.

7.4 *Complaints against the Chief Executive Officer or other Trust office staff*

If the complaint is against a member of Trust staff, then it should be raised with the Chief Executive Officer, (or, in the case of a complaint against the Chief Executive Officer, the Chair of Trustees, who

will investigate the complaint (or appoint another member of the Board of Trustees to do so) in the same way as the first stage of the formal process at Stage 1.

Part B – Complaints raised by those who are not parents/carers of current pupils

**8. Complaints raised by those who are not parents/carers of current pupils**

8.1 Complaints made by those who are not parents of current pupils, which includes complaints made by parents of former pupils after they have left the School, will be dealt with as follows:

8.2 Complainants should first attempt to address their complaint to the relevant School or the Trust (as appropriate) informally by raising the matter with a relevant member of School or Trust staff, within 3 months of the incident or, where a series of associated incidents have occurred, within 3 months of the last of these incidents. The School/Trust (depending on the nature of the complaint) will seek to resolve the matter informally within 15 school days.

8.3 If it is not possible to resolve the matter informally, the complaint may be submitted in writing, using the form available at Appendix 1, to the Chief Executive Officer, or, where the complaint relates to the Chief Executive Officer, to the Chair of Trustees.

8.4 The complaint will be acknowledged within 5 school days, and a final written response will be issued within 15 school days.

8.5 The general provisions set out in Part C below apply.

Part C – General provisions

**9. Complaints that will not be considered under this policy**

9.1 Usually, complaints relating to the matters set out in the table below will not be considered under this policy as they have their own appeal or complaint processes Where necessary, the Trust will exercise its discretion.

9.2 Complaints may be raised under this policy about staff conduct, however, any action taken under the Trust's internal disciplinary procedures is confidential and Complainants will not be provided with information about this.

9.3 Where the scope of a complaint is unclear, the School / Trust may write to the complainant seeking clarification and/or summarising what the key grounds of complaint are understood to be and/or may request a meeting with the complainant for this purpose.

| Matter | Route for raising concern/complaining |
|---|---|
| **Admissions** | Admissions Appeal – see Admissions Policy and Statutory Admissions Appeal Code, or complaint to DfE |
| **Exclusions** | Statutory review process – see Exclusions Policy |
| **Statutory SEN assessments** | SEND Tribunal (and see SEN Code of Practice) |
| **Matters likely to require child protection investigation** | Raise with Designated Safeguarding Lead or a direct referral can be made to the Multi-Agency Safeguarding Hub (MASH) and/or Local Authority Designated Officer (LADO) - see School Child Protection & Safeguarding Policy |
| **Data protection/FOIA** | Raise with Data Protection Officer (DPO) at dpforschools@derbyshire.gov.uk in the first instance – see ICO guidance for Data Protection Policy, Freedom of Information Policy, Subject Access Request Policy, Privacy Notice for Pupils, Privacy Notice for Parents & Carers. Complaints may also be raised with the Information |

| | |
|---|---|
| | Commissioner's Office but we ask that you try to resolve these via the DPO first.<br><br>Trust Policies are:<br>• Data Protection Policy<br>• Freedom of Information Policy<br>• Subject Access Request Policy<br>• Privacy Notice for Pupils & Family |
| **Staff Grievances and Disciplinary matters**[5] | Staff Grievance Policy & Staff Disciplinary Policy |
| **Whistleblowing** | Whistleblowing Policy |
| **Third party contractors/suppliers** | Third party complaints process |

## 10. Complaints relating to fulfilment of the Early Years Foundation Stage ("EYFS") requirements.

10.1 In order to comply with the statutory framework, written concerns or complaints relating to the fulfilment of the EYFS requirements will be dealt with in accordance with the following process:

10.2 The written concern/complaint will be acknowledged within 5 school days;

10.2 The Headteacher will investigate the concern or complaint, which may include meeting with the Complainant and the Head of Early Years. A written response notifying the Complainant of the outcome of the investigation will be sent within 28 school days of the complaint being received.

10.4 Where the Complainant remains dissatisfied, the Governance Professional will ensure that a formal Complaints Panel will be convened in accordance with Stage 3 of this policy.

10.5 A record of the written complaints and their outcome will be maintained and made available to Ofsted on request.

10.6 Parents are further advised that, where they have concerns regarding the Academy meeting EYFS requirements, they may contact Ofsted on 0300 123 4666.]

## 11. Complaints received outside of term time

11.1 The School/Trust (as appropriate) will consider complaints made outside of term time to have been received on the first school day after the holiday period.

## 12. Withdrawal of a complaint

12.1 If a Complainant wants to withdraw their complaint, they will be asked to confirm the withdrawal in writing.

## 13. Record keeping and confidentiality

13.1 A written record will be kept of all complaints that reach the formal stage, whether they are resolved following Stage 2 or proceed to a Panel hearing (Stage 3), and any action taken by the School as a result (regardless of whether they are upheld). Complaint records will be maintained securely and in line with the Records and Retention Policy. Correspondence, statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection requests access to them.

13.2 The Complainant should also keep all correspondence, statements and records relating to their

[5] Note that where complaints relate to staff conduct, these may be dealt with under both this Complaints Policy and the Staff Grievance & Disciplinary Policy. In such circumstances Complainants will not be informed of the outcome of any Staff disciplinary investigation or processes.

complaint confidential and should not disclose (by way of electronic communication, social media or otherwise) any information or documents relating to their complaint.

### 14. Anonymous complaints

14.1 Where an anonymous complaint is received, the School/Trust will use its reasonable endeavours to consider the complaint as best as it reasonably can. However, the School/Trust will not be required to consider the complaint pursuant to any specific process and will handle anonymous complaints on a case-by-case basis.

### 15. Complaint campaigns

15.1 Where the School/Trust receives a number of complaints all based on the same subject which, in its reasonable opinion, may be deemed a 'complaint campaign', it will deal with the complaints in the following way: individual responses will not be sent to Complainants in such cases. Instead, either a template response will be sent to all Complainants, or a single response will be published on the School/Trust's website at the discretion of the Headteacher/Chief Executive Officer.

15.2 Where the complaint campaign involves Complainants who are parents, they will be entitled to escalate the complaint to a Panel hearing if they are dissatisfied with the School/Trust's response. The School/Trust will consider how best to manage Panel hearings in such circumstances.

### 16. Artificial intelligence

16.1 In line with the Parentkind parent guide to school complaints, complainants are urged to exercise caution in the use of Artificial Intelligence (AI) in complaint processes as it can introduce an unnecessarily legalistic and contentious approach that is not conducive to resolving the issue in a human way. AI can also introduce inaccurate information, including misstating law, and make a complaint more complex than necessary.

16.2 Complainants are reminded that publicly available AI platforms and chatbots are not confidential. Complaints, and in particular those containing the personal data of pupils, staff and other individuals therefore should not be uploaded to or processed via platforms such as ChatGPT.

### 17. Serial or persistent Complainants

17.1 If at any level a Complainant or connected party attempts to reopen an issue or a closely related issue that has already been dealt with under this Complaints Policy, the Chair of Trustees may write to the Complainant to inform him/her that the procedure has been exhausted, the matter is closed and that the Trust will therefore not respond to any further correspondence on this issue or a closely related issue.

### 18. Vexatious complaints

18.1 Complaints with the following characteristics may be deemed to be vexatious:

- 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.

18.2 In such cases, the Chair of Trustees may write to the Complainant to inform him/her that the complaint is deemed to be vexatious and to give him/her an opportunity to change their approach. Should the complaint continue to be raised in a vexatious manner, the Chair of Trustees will write to the complainant confirming that the Trust will not respond to any further correspondence on this issue or a closely related issue.

18.3 The DfE Best Practice Guidance for Academy Complaints Procedures will be taken into account in reaching any decision to stop responding. Specifically, the following criteria will usually be met:

- the School / Trust will have taken every reasonable step to address the complainant's concerns;
- the complainant will have been given a clear statement of the School/Trust's position and their options; and
- the complainant contacts the School/Trust repeatedly, making substantially the same points each time.

18.4 The case to stop responding will be stronger if one or more of the following applies:

- the complainant's letters, emails, or telephone calls are often or always abusive or aggressive;
- the complainant makes insulting personal comments about or threats towards staff;
- the School / Trust has reason to believe the individual is contacting them with the intention of causing disruption or inconvenience.

18.5 Complainants are also referred to the Parentkind parent guide to school complaints which emphasises the importance of trying to work with the school to resolve the issue and explains steps that schools may take where complainants act unreasonably including pausing the complaint, issuing a warning and, in cases of persistent or extreme abusive behaviour, banning the complainant from the school site.

## 19. Legal proceedings

19.1 If a Complainant threatens or commences legal action against the School/Trust (including the issuing of a letter before claim) in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

**Appendix A** **Southport Learning Trust Complaints form**

This form should be used to raise a formal complaint only after a matter has been raised informally under either Part A or Part B of the Complaints Policy and you are not satisfied with the response. Please refer to the Complaints Policy when completing this form.

The Complaints Form is designed to help capture all relevant information about your complaint and is provided to help ensure that the process can be followed effectively. You will note that the expectation is that the vast majority of complaints can be expressed in 3 pages or 1,500 words. Where that is not the case this may result in the School/ Trust needing to seek further clarification from you which may unavoidably delay the process. Please consider the length of your complaint carefully.

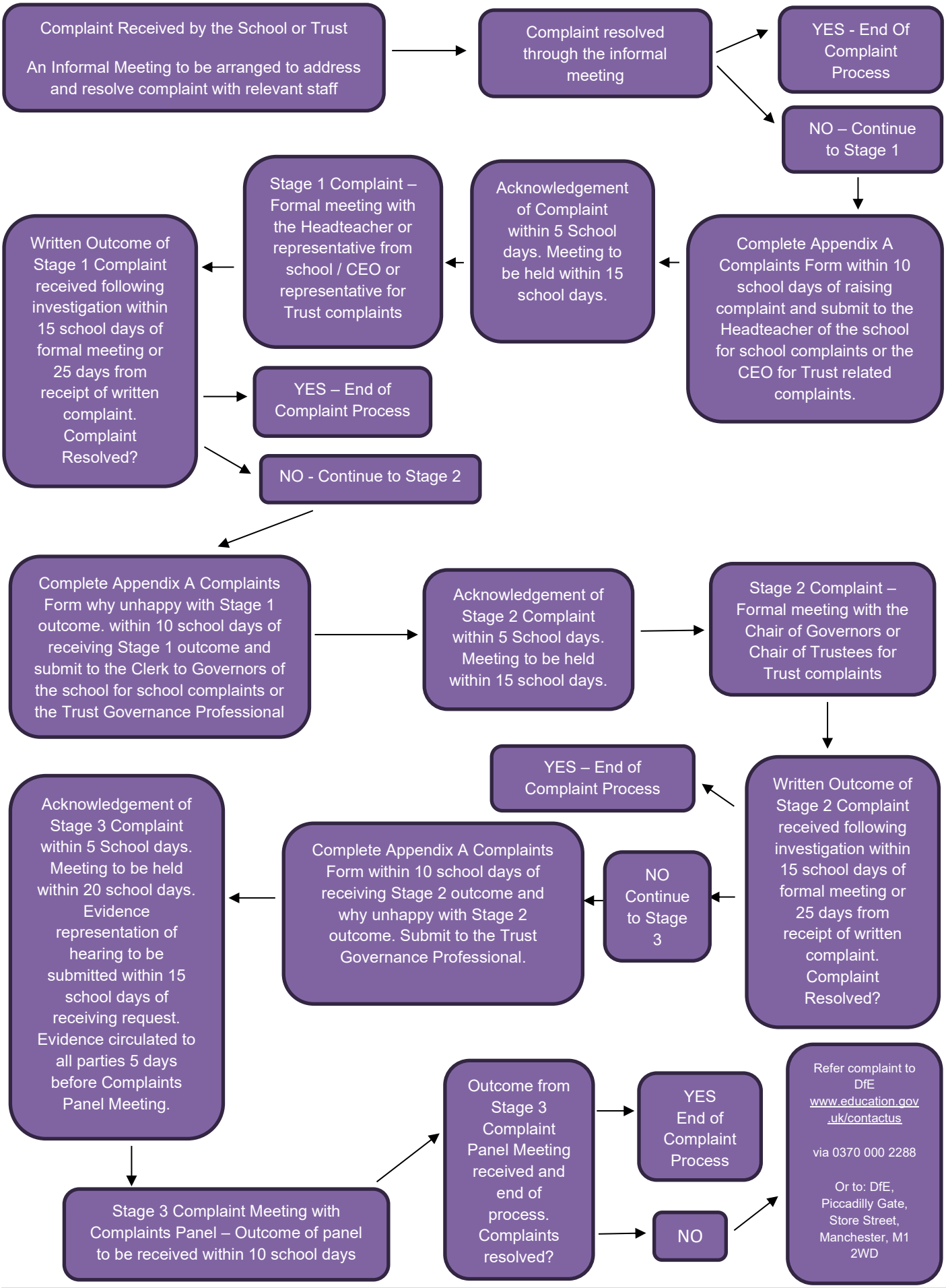
| **Your details** | |
|---|---|
| **Name** | |
| **Email** | |
| **Address** | |
| **Name of pupil, year group and your relationship to them** ***(if applicable)*** | |
| **Complaint details** | |
| **School name** ***(if complaint relates to a specific School)*** | |
| **Grounds of complaint** | |

| | |
|---|---|
| **What steps have been taken to resolve the complaint informally** ***(including details of who the matter was raised with, when and what solution was offered)*** | |
| **Why have the steps taken so far failed to resolve the complaint?**<br><br>***(including what you consider should have been done/where the School or Trust has not met reasonable expectations in its response)*** | |
| **Outcome sought** | |
| **What action would you like taken to resolve the matter?** | |

Signed …….. Date …….

Please send completed forms to complaints@southportlearningtrust.org or hand in to the school office in a sealed envelope marked for the attention of the relevant addressee (*generally, this will be the Headteacher for complaints about a specific School, or the Governance Professional to the Trustees for complaints about the Trust, however, please refer to the Complaints Policy and in particular paragraph 6, 'Complaints about specific role-holders', for further information).*

**Appendix B** **Part A Complaint Process - Flow Chart for Complaints Procedure**



**Appendix C Using AI when making a complaint – FAQ's**

You may use artificial intelligence (AI) to help you write or organise your complaint. If you choose to use AI, the following guidance will help you use it safely and effectively.

| Question | Answer |
|---|---|
| **Can I use AI to help write my complaint?** | **Yes.** You can use AI to help organise your thoughts, improve spelling and grammar, or make your complaint clearer. |
| **Will using AI affect how my complaint is handled?** | **No.** We will consider your complaint fairly and in line with our Complaints Procedure. Our focus will be on the concerns you have raised. |
| **Do I need to tell you that I have used AI?** | **No.** You do not need to tell us. You are responsible for making sure anything you send is accurate and reflects your concerns. |
| **Should I check what AI has written?** | **Yes. Always check it before sending.** AI can make mistakes or include incorrect information. Check names, dates, events and other facts carefully. |
| **Can I rely on AI for legal advice?** | **No.** AI can give incorrect or misleading information about the law. If it refers to legislation or guidance, check the original source before relying on it. The Trust's existing Complaints Procedure specifically warns that AI can misstate the law. |
| **Do I need to use legal language?** | **No.** Please explain what happened, why you are unhappy and what you would like us to do. Clear, straightforward information is usually more helpful than legal or highly formal language. |
| **Can I put information about my child into an AI tool?** | **Please be very careful.** Complaints may contain private or sensitive information. Avoid putting unnecessary personal information about your child, other pupils, staff or families into publicly available AI tools. Department for Education guidance highlights the need to protect personal data when using generative AI. [gov.uk] |
| **What information should I avoid entering into AI?** | Avoid unnecessary information about health, SEND, safeguarding, behaviour, family circumstances or other people. The Trust's Complaints Procedure also warns that publicly available AI platforms should not be regarded as confidential. |
| **What if AI makes my complaint very long?** | Please edit it before sending. Keep your complaint focused on what happened, why you are unhappy and what outcome you are seeking. |
| **What if AI includes something that isn't true?** | **Remove or correct it.** Do not include allegations, facts or legal claims simply because AI has suggested them. You are responsible for the correspondence you submit. |
| **What information should I include in my complaint?** | Tell us **what happened, when it happened, what you have already done to try to resolve it, why you remain unhappy and what you would like to happen next.** |
| **Does the Trust use AI?** | The Trust's SLT Pupil and Family Privacy Notice 2026.docx states that authorised AI tools may help review and analyse written information. AI does not make decisions about individuals, and any analysis is reviewed and interpreted by staff. |
| **Do I have to use AI to make a complaint?** | **No.** You do not need AI, legal language or professional advice to make a complaint. We want to understand your concerns in your own words. |
| **What if I need help writing my complaint?** | Please contact the school or Trust if you need help accessing or using the complaints procedure. |

| Question | Answer |
| --- | --- |
| **What tone should I use?** | Please keep your correspondence professional, respectful and focused on the issues you would like us to address**.** AI can sometimes produce wording that is overly formal, legalistic or confrontational, so please read and edit your complaint before sending it. |
| **What if correspondence is abusive or threatening?** | We understand that complaints can arise from difficult or upsetting circumstances and that complainants may feel strongly about the issues they raise. However, we ask everyone involved in the complaints process to communicate respectfully and appropriately**.**<br><br>**Abusive, threatening, offensive or personally insulting correspondence will not be accepted.**<br><br>Where this happens, the Trust may ask you to reword your correspondence so that your concerns can be considered appropriately and constructively. |

**Please DO:**

- ✓ Keep your language professional, polite and respectful.
- ✓ Focus on the concerns or actions you would like us to consider.
- ✓ Check that the information is accurate.
- ✓ Make sure the complaint reflects what you want to say.
- ✓ Keep your complaint clear, relevant and proportionate.

**Please DON'T:**

- ✗ Use abusive, threatening, offensive or personally insulting language.
- ✗ Assume everything generated by AI is correct.
- ✗ Include allegations or legal claims that you cannot support.
- ✗ Rely on AI as a substitute for legal advice.
- ✗ Enter unnecessary personal or sensitive information into publicly available AI tools.

**Remember:**

We recognise that making a complaint can sometimes be upsetting or frustrating. We will treat your concerns seriously and respectfully, and we ask that everyone involved in the complaints process communicates in the same way. AI can help you organise and write your complaint, but the final correspondence should be accurate, professional and respectful.