



Aspire. Create. Think.

DUNSHAM LANE
AYLESBURY
BUCKINGHAMSHIRE
HP20 2DB

Complaints and Resolutions Statement

We wish for all people coming to our school to be happy. However, we recognise that at times, parents/carers/visitors do sometimes have concerns that they would like addressed. We try to resolve all concerns and complaints through informal means wherever possible. Where this is not possible, formal procedures will be followed. These procedures are available in the Great Learners Trust Complaints and Resolutions policy which is available [here](#). The Great Learners Trust values of truth, love, faith, courage, respect, and community underpin all aspects of school life. Complaints about services provided by other providers who use the school premises or facilities should be directed to the provider concerned.

Please see continued for the 3 Stages of Complaint Procedure.



Stage 1 Informal

- The school/trust will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.
- The complainant should raise the complaint as soon as possible with the relevant member of staff, the headteacher, a governor or trustee as appropriate, either in person or by letter, telephone, or email. If the complainant is unclear who to contact or how to contact them, they should contact the school office or trust office, as appropriate. Details of how to contact the relevant school office can be found on that school's website. Details of how to contact the trust office can be found on the trust website.
- The trust or school, as appropriate, will acknowledge informal complaints within five school days, and investigate and provide a response **within 15 school days**.

Stage 2 Formal

- **Formal complaints must be raised in writing, either by letter or email enclosing the form in Appendix 1 duly completed.**
- The complainant should provide details such as relevant dates, times, and the names of witnesses of events, alongside copies of any relevant documents, and what they feel would resolve the complaint.
- If complainants need assistance raising a formal complaint, they can contact the school office or trust office as appropriate.
- The headteacher (or designated member of the senior leadership team), governor or trustee (in case of a complaint against the trust) will call a meeting to clarify concerns and seek a resolution. The complainant may be accompanied to this meeting and should inform the school or trust as appropriate of the identity of their companion in advance
- In certain circumstances, the school or trust may need to refuse a request for a particular individual to attend any such meeting – for example, if there is a conflict of interest. If this is the case, the school or trust will notify GLT Complaints and Resolution Policy 2020 6 the complainant as soon as they are aware, so that the complainant has the opportunity to arrange alternative accompaniment.
- The headteacher (or other person appointed by the headteacher for this purpose), governor or trustee, as appropriate, will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within 15 school days.
- If the complainant wishes to proceed to the next stage of the procedure, they should inform the clerk to the local governing board or clerk to the trust board, as appropriate, within five school days of receiving the written conclusion. Requests received outside of this time frame will be considered in exceptional circumstances.

Stage 3

Submit the
complaint to
the review
panel

•**School.** In case of complaints involving a school, the review panel consists of three governors: two available members of the school's local governing board and one member of the local governing board of another trust school, all of whom do not have direct knowledge of the complaint or a close personal relationship with the complainant. These individuals will have access to the existing record of the complaint's progress (see section 10). The governors will select a panel chair from amongst themselves. If not, enough impartial governors are available at the school, we will seek panel members from other schools in the trust. We will make sure the governors we source are suitably skilled and can demonstrate that they are independent and impartial.

•**Trust.** In case of complaints involving the trust, the review panel consists of **three trustees** two available members of the trustee board and one member from another academy trust board, all of whom do not have direct knowledge of the complaint or a close personal relationship with the complainant. These individuals will have access to the existing record of the complaint's progress (see section 10). The trustees will select a panel chair from amongst themselves. If not enough impartial trustees are available, we will seek panel members from another trust board. We will make sure the trustees we source are suitably skilled and can demonstrate that they are independent and impartial.