Complaints Policy and Procedure

Applicable to:	All staff in our academies and central support services including individuals employed by the Trust, contractors and agency staff. All Members, trustees and local academy committees (LACs)
Version	V6.1 (2026)
Approved by:	Trust Board
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THIS POLICY SHOULD BE READ IN CONJUNCTION WITH 'PARENT GUIDE TO SCHOOL COMPLAINTS' (PARENTKIND, DfE, OFSTED)

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1. Introduction

1.1 INMAT welcomes any feedback from parents, pupils, stakeholders and third parties, and acknowledges that occasionally individuals may wish to tell us of their disappointment with the service they receive.

1.2 Where concerns are raised with INMAT we expect these to be dealt with **promptly, openly, fairly and without prejudice**.

1.3 This policy explains the process for handling complaints about the Trust (INMAT) and its academies.

2. Policy Scope

2.1 This policy applies to external concerns and complaints received by INMAT; it is also intended for internal complaints, subject to 2.2 below.

2.2 INMAT has specific policies and procedures for dealing with the areas listed below. Complaints in relation to these areas are partly / fully excluded from this policy. Please see Appendix 2 for more information.:

- Admissions to schools
- Data Protection
- Exclusions
- Matters likely to require child protection investigation
- SEND and EHCP
- Staff grievance, capability or disciplinary
- Whistleblowing complaints (e.g., a criminal offence, fraud, someone's health and safety are in danger, risk or actual damage to the environment, a miscarriage of justice, the Trust is breaking the law, someone is covering up wrongdoing)

2.3 The policies relating to areas referenced at 2.2 can be found on the INMAT website or on the academy websites.

2.4 INMAT will not investigate complaints about services provided by other providers who may use academy premises or facilities. These organisations will have their own complaints procedures and should be contacted directly.

2.5 It is the responsibility of all individuals within INMAT and its academies to familiarise themselves with this policy and to comply with its provisions.

3. Legal and Regulatory Framework

3.1 This Policy takes its legal framework from the following legislation and statutory guidance:

The Equality Act 2010 Equality Act 2010

The Data Protection Act 2018 Data Protection Act 2018

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The Education (Independent Academy Standards) Regulations 2014 The Education (Independent School Standards) Regulations 2014

The DfE Best Practice guidance for academies complaints procedures Best practice guidance

4. What is a Concern and what is a Complaint?

4.1 INMAT takes very seriously any concern or complaint about the education or other services we provide and/or about the conduct of our staff and Trustees. We believe that by addressing concerns at the earliest opportunity it allows INMAT to improve relationships, enhance learning, prevent issues escalating and reduces the number of formal complaints we receive.

4.2 A concern is defined as "an expression of worry or doubt over an issue considered to be important for which reassurances are sought". It is expected that concerns will be addressed via the informal process outlined in this policy.

4.3 A complaint is defined as "an expression of dissatisfaction however made, about actions taken or a lack of action".

4.4 INMAT supports the guidance set out in the 'Parents guide to school complaints: your checklist to resolving concerns quickly, easily and positively with your school', Step 1: What kind of issue is it?

4.5 INMAT will always expect to resolve complaints informally and as quickly as possible.

5. Safeguarding

5.1 Wherever a complaint indicates that a child's wellbeing or safety is at risk, there is a duty to report this immediately to the INMAT Academy's Safeguarding Lead (safeguarding@INMAT.org.uk) and the Local Authority (click HERE). Any action taken will be in accordance with INMAT's Safeguarding and Child Protection Policy which can be found on our website.

6. Social Media and Artificial Intelligence (AI)

6.1 The use of social media prior to, during and after the investigation of complaints, may significantly damage the ability to investigate and resolve a complaint. The trust will deal with complaints with confidentiality for those involved, and we expect all complainants to observe full confidentiality. If complaints are not dealt with confidentially by all parties, this may significantly hinder an amicable and appropriate resolution, and impact INMAT's ability to follow procedures.

6.2 INMAT acknowledges that AI has a place and is becoming more common. However, AI can produce excessively long, non-specific, complex and inaccurate complaints, which do not clearly identify the issue and which frequently misquote legal or procedural documents. This can make complaints more difficult to resolve effectively, holding up a satisfactory conclusion. AI should be used with caution.

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6.3 If staff feel that a piece of communication has been largely AI generated, to the point at which it is inaccurate, excessively long, or difficult to understand, parents may be asked to resubmit their communication in a new form, or invited into school to discuss their concerns in person

6.4 Excessive use of AI may be deemed to be unreasonable as outlined in 19.3.

7. Complaints that result in staff capability, disciplinary or Police investigation

7.1 If at any stage of the complaint it is determined that staff disciplinary or capability proceedings are necessary in order to resolve the issue, the details of this action will remain confidential to INMAT. The complainant is not entitled to participate in those proceedings or receive any detail about them. Investigation of the complaint will continue and as full a response as possible will be provided.

7.2 If the subject of the complaint is a matter being referred to the police, the complaints procedure will be suspended pending the outcome of that investigation and the complainant will be informed of the reasons for this delay. Once the outcome is known, the complaint may continue if appropriate.

8. Anonymous Complaints

8.1 Anonymous complaints will not be investigated, save in exceptional circumstances, as we are unable to respond to or liaise with the complainant. Exceptional circumstances would include serious concerns such as child protection issues, where INMAT is either required to involve appropriate external agencies or might conduct its own internal review to test whether there is any corroborative evidence which might trigger a formal investigation.

9. Procedure - Informal Stage - Raising a concern or complaint

9.1 Before raising a complaint, INMAT urges complaints to refer to the 'Parent guide to school complaints: Your checklist to resolving concerns quickly, easily and positively with your school'.

9.2 It is the expectation that the majority of concerns and complaints will be dealt with at the informal stage. This includes complaints relating to the headteacher. Complainants are expected to seek to resolve matters informally, following local routes. INMAT reserves the right to refer complaints back to the informal stage if local routes and the informal stage have not been followed.

9.3 Local routes may include informal discussions with class teachers, senior leaders, head of school, headteachers and executive headteachers. We expect complainants to enter into discussions with school staff with the aim of resolving the complaint.

9.4 Informal conversations may take place in person or over the telephone. While it is acknowledged that some communication will likely take place electronically, it is the expectation that, where possible, informal complaints are addressed via direct

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communication, and not only via email, text or other school based online systems. It is acknowledged that it may take several conversations to fully resolve a complaint.

9.5 Once a concern has been raised with the headteacher, and a satisfactory solution cannot be found, INMAT may refer the complaint to an informal intermediary. The intermediary may be a headteacher or Executive Headteacher from another INMAT school, the INMAT School Improvement Lead or a member of the Trust central team.

9.6 The intermediary will speak with the complainant face to face or over the telephone. They will liaise with school leaders to fully understand the complaint. It is the aim that the intermediary will act to resolve the concern before moving to the formal stage. INMAT expects all involved parties to work towards a suitable resolution.

9.7 Someone wishing to raise a Trust concern (i.e., one that relates to the Trust rather than an academy) may contact the Governance Lead via email (governance@INMAT.org.uk), or by post at: INMAT Unit 2 Swan Court, Lamport, Northants NN6 9ER.

9.8 Secret recording of conversations or meetings are not permitted. Recordings will be allowed for the purposes of a reasonable adjustment. In the case of reasonable adjustment, the recording is to be used for personal use only and is not to be shared with anyone other than close family members and representatives.

9.9 If the matter cannot be resolved at the informal stage, then the complainant should follow the process in Stage 1 – Formal investigation. The Trust / school can also advise that the complaint has been moved to Stage 1 if there have been unsuccessful attempts to resolve the concern.

9.10 Where a complainant makes serious allegations, or where there is a history of unresolved or persistent complaints that progress through the stages, the Trust/school reserves the right to start dealing with it from Stage 1, the formal stage, at the outset.

10. Procedure - Stage 1 – Formal investigation

10.1 It is the expectation that the majority of complaints will be resolved at the informal stage. INMAT reserves the right to refer complaints back to the informal stage if local routes and the informal stage have not been followed. If a formal complaint is raised, where the informal stage has failed, then the process outlined below will apply.

10.2 Except in exceptional circumstances, if the complainant has not followed the informal process, INMAT will not deem the complaint to be formal. INMAT will determine whether a complaint has met the formal stage. Exceptional circumstances would include serious concerns such as child protection issues, where INMAT is either required to involve appropriate external agencies or might conduct its own internal review to test whether there is any corroborative evidence which might trigger a formal investigation.

10.3 The Complainant can put the complaint in writing using the INMAT Complaint form (attached Appendix 1) or via email. If this presents a barrier, for example due to a disability or English not being the first language, they may contact the local Academy or

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INMAT for assistance. A third party, for example, the Citizens Advice Bureau, can also be approached for support.

10.4 The complainant must provide the following information:

- An overview of the complaint so far
- Who has been involved
- Why the complaint remains unresolved, and steps taken so far to resolve the matter informally prior to making a formal complaint
- Action they would like to be taken to put things right

10.5 The complainant should also provide copies of any supporting documentation.

10.6 Who to complain to:

The complaint should be addressed to the Head of Governance and Compliance at governance@INMAT.org.uk or by post to INMAT, Unit 2, Swan Court, Lamport, Northants, NN6 9ER. The CEO will then investigate or appoint an investigating manager as appropriate. This may be the person who had acted as Intermediary.

Where the complaint relates to the Chief Executive Officer, the Chair of Trust Board will review complaints about the CEO. Complaints about a Trustee will be investigated by an investigator appointed by the Head of Governance and Compliance or the Chair of the Trust Board.

10.7 The complaint will be acknowledged in writing, within 5 school days (days which the school is open to pupils) of receipt.

10.8 The investigator may choose to have a meeting with the complainant if they feel that it would be appropriate for the investigation.

10.9 The investigator will report the findings to the headteacher (for Academy complaints), or to the Chief Executive Officer (for complaints relating to the headteacher, a Local Committee member, a central team member of staff) or to the Chair of the Trust Board (for complaints relating to Trustees or the Chief Executive Officer), or to the Board of Trustees if the complaint relates to the Chair of Trustees.

10.10 The complainant will be provided with a written response outlining the outcome of the investigation within 15 school days of acknowledging receipt of the complaint. If it is not possible to meet the deadline, updates on any delays will clearly be communicated.

The letter will explain clearly why any decision has been made and detail any agreed actions as a result of the complaint. The complainant will be provided with details of how to progress to Stage 2.

11. Procedure - Stage 2 – Panel Review of the Stage 1 formal investigation

11.1 If the complainant wishes to request a review of the Stage 1 formal investigation, the complainant should follow the process for Stage 2. The Panel will not review any new

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complaints at this stage or consider evidence unrelated to the initial complaint unless in exceptional circumstances as agreed by the Panel Chair. New complaints that fall outside must be dealt with as detailed earlier in this policy.

11.2 Such a request should be in writing addressed to the Head of Governance and Compliance (governance@INMAT.org.uk) within 10 working days of the response being sent to the complainant and must set out briefly the reasons why the complainant is dissatisfied with the response at Stage 1.

11.3 The Head of Governance and Compliance will convene an appeal hearing as follows:

- Where a complaint relates to an academy, academy staff or a Headteacher, the review will be undertaken by a panel of three formed of two Trust Board members and one independent panel member who will be independent of the management and running of the Trust and academy and will not be employed by the Trust.

- Where the complaint relates to an academy committee member or Chair of the academy committee, the review will be undertaken by a panel of three Trustees, who have not previously been involved with the complaint.

- Where the complaint relates to Trust Head Office staff the review will be undertaken by a panel of three formed of two Trust Board member and one independent panel member who will be independent of the management and running of the Trust and academy and will not be employed by the Trust.

- Where the complaint relates to the Chair of the Trust the review will be undertaken by one trustee of the Trust Board who has not previously been involved with the complaint and two independent panel members.

11.4 The Head of Governance and Compliance will fulfil the role of organising the time and date of the review hearing and inviting all the attendees.

11.5 The Head of Governance and Compliance will convene a panel, collating all the relevant documentation and will distribute this 5 days in advance of the meeting.

11.6 The review hearing will take place as soon as practicable and, whenever possible, within 20 school days of receipt of the date of the confirmation letter from the Head of Governance and Compliance to the complainant.

11.7 In addition to the panel, the following parties will be invited, where applicable:

- The complainant(s)
- The investigating manager and/or one representative
- Where the complaint regards a member of staff, the staff member who is the subject of the complaint
- Where the complaint refers to the Chair of the trust or a trustee who is the subject of the complaint, that person may be invited

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- Any other individual whom the complaints panel considers having a reasonable and just interest in the review and whose contribution would assist the panel in their decision-making

11.8 The complainant may also bring a companion with them to the hearing if they wish. Where the subject of the complaint is a member of staff, that staff member is also able to bring a companion with them. The companion should be a friend or a colleague.

11.9 If the attendance of any pupil is required at the hearing, parental permission will be sought. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing.

11.10 Unless otherwise stated, the procedure for a Stage 2 Panel Review is as follows:

- the parent and Trust representative will enter the hearing together;
- the Chair of the Panel will introduce the committee members and outline the process;
- the parent will explain the complaint;
- the Trust representative will explain the academy's actions;
- The panel may ask questions to the parent and the Trust representative for clarification
- the Chair of the Panel will explain that both parties will hear from the committee within 10 school days;
- both parties will leave together while the Panel confers;
- the Clerk to the Complaints Panel will stay to assist the committee with its decision making.

The meeting is not a legal hearing and you don't need to bring legal representation. There is no "cross-examination" of witnesses and you will not be able to ask other people questions directly.

11.11 The Clerk and / or Complaints Panel reserves the right to modify the above procedure at their sole discretion, for example requiring the parent and the Trust representative to present their complaint/actions separately to the Panel in the absence of the other party.

11.12 After the hearing, the Complaints Panel will discuss the concerns and consider their decision. They will write to you within 10 school days with their findings and recommendations.

11.13 A copy of the findings and recommendations will be provided to:

- the complainant;
- where relevant, the person complained about.

11.14 A copy of the findings and recommendations will be retained by the Trust and made available for inspection by the Trust Board (the proprietor) and the Headteacher.

11.15 This is the final stage at which the complaint will be considered.

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12. Continued Dissatisfaction with Outcome

12.1 If the complainant is not satisfied with the outcome of the complaints procedure, they can refer their complaint to the DfE.

12.2 The DfE will not overturn a decision about a complaint. However, it will look into:

- Whether there was undue delay, or the academy/trust did not comply with its own complaints procedure;
- Whether the academy/trust was in breach of its funding agreement with the secretary of state;
- Whether the academy/trust has failed to comply with any other legal obligation.
- If the academy/trust did not deal with the complaint properly, it will be asked to reinvestigate the complaint.
- If the complaints procedure is found to not meet regulations, the trust will be asked to correct its procedure accordingly.

For more information or to refer a complaint to the DfE, see the following webpage: Contact the Department for Education - Contact type - GOV.UK

13. Timeframes

13.1 The trust will endeavour to abide by timeframes stated under each stage but acknowledges that in some circumstances this is not always possible due to the complexity of information needed to review a complaint or, for example, difficulties regarding an individual's availability to deal with the complaint. If it becomes apparent that it is not possible to complete any stage of the complaints procedure within the given timeframe, the individual responsible for handling the complaint will contact the complainant as soon as possible and come to an agreed timeframe that works for all parties involved.

13.2 The trust reserves the right not to investigate complaints that have been made three months after the subject of the complaint took place, except in exceptional circumstances. What is meant by exceptional circumstances is where new evidence has come to light, where the complaint is of an especially serious matter or where there is reasonable justification for why the complainant has been unable to raise the complaint before this time. The trust will review the situation and decide whether or not to enact the complaints procedure.

14. Behaviour Expectations

14.1 We expect our members of staff to be addressed in a respectful manner and for communication to remain calm, respectful and professional at all times. We retain the right to ask a complainant to leave a meeting if staff feel intimidated or threatened at any time. This applies to both meetings held in person or virtually.

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15. Training and awareness

15.1 The trust will ensure that all individuals involved in the management of complaints understand their responsibilities under this policy by providing appropriate training, education and guidance. The level of training and the nature of the education and guidance may vary depending upon the role as relevant to the policy.

16. Record keeping and Confidentiality

16.1 The trust will retain records evidencing compliance with this policy, as set out in the trust's Data Information Audit.

16.2 A written record will be kept in all academies of all complaints and whether they are resolved following a formal procedure or proceed to a panel hearing and action taken as a result of those complaints (regardless of whether they are upheld).

16.3 All complaints will be treated as confidential. Only those members of staff concerned with investigating the complaint will have access to documentation relating to the complaint. No confidential information regarding the investigation will be made available publicly. However, it should be noted that if any action taken by a member of staff is the subject of a complaint, then that person should be advised of the complaint made against them.

16.4 All confidential information will be securely maintained by the academy/trust on its premises and all data will be handled in line with the principles of the Data Protection Act 2018.

16.5 Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

17. Complaint Campaigns

17.1 Where the trust, or academy, is the focus of a campaign involving large volumes of complaints which are all about the same subject and / or from complainants unconnected to the trust or academy, this may be viewed as complaint campaign.

17.2 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 a school of the Trust) which are all based on the same subject. 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 school or Trust's website (as applicable)

18. Duplicate complaints

18.1 If the school receives a new complaint from someone else about the same issue, ie spouse, partner, grandparent or child, it will be deemed a duplicate complaint. The school will write to the new complainant stating that the complaint has already been considered and the local process is complete. If there are new aspects to the complaint

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which had not been previously considered, these will be dealt with according to the complaints procedure.

18.2 Where a complainant raises an issue that has already been dealt with via the trust's complaints policy, and that procedure has been exhausted, the complaint will not be reinvestigated.

19. Serial, Persistent and Unreasonable Complaints

19.1 The trust is committed to dealing with all complaints fairly and impartially, and in providing a high-quality service to those who complain. The trust will not normally limit the contact complainants have with the trust or an academy. However, the trust does not expect staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening. The DfE defines unreasonable complainants as 'those who, because of the frequency or nature of their contacts with the trust or academy, hinder our consideration of their or other people's complaints'.

19.2 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 whilst 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 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, or unreasonably targets an individual(s).
- 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 trust'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 trust/academy time by frequent, lengthy, complicated and stressful contact with staff, in person, in writing, by email and by telephone. This includes when the use of AI means that complaints become overcomplicated, inaccurate or vexatious and hinders the ability to deal with the complaint.

19.3 A complaint may also be considered unreasonable if the person making the complaint does so, either face-to-face, by telephone, or in writing, or electronically:

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- Maliciously
- Aggressively
- Using threats, intimidation or violence
- Using abusive, offensive or discriminatory language
- Knowing it to be false
- Using falsified information
- Publishing unacceptable information in a variety of media such as in social media websites and newspapers

Complainants should limit the numbers of communications 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.

Whenever possible, the Headteacher or Head of Governance and Compliance or other appropriate person will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues the Headteacher/Head of Governance and Compliance will write to the complainant explaining that their behaviour is unreasonable. For complainants who make excessive contact causing a significant level of disruption, the trust may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

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 trust or academy premises.

20. Approvals and Exceptions

20.1 Significant deviations from this policy or its associated procedures must be monitored and reported to the Head of Governance and Compliance.

21. Policy Status

21.1 This policy does not form part of any employee's contract of employment.

22. Timing and frequency of review of the policy

22.1 This policy will be reviewed every two years, when good practice is identified or when relevant statutory guidance is issued.

23. Related Policies

23.1 This policy is related to the following other trust policies:

Safeguarding and Child Protection Policy

Whistleblowing Policy

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GDPR Policy

GDPR Information Audit

Equality and Diversity Policy

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Appendix 1

Formal INMAT Complaints Form

Your name:	
Pupil's name and year group if appropriate:	
Your relationship to the pupil:	
Academy Name (if applicable):	
Address:	
Email:	
Telephone Number:	
Please provide details of your complaint:	
What action, if any, have you already taken to try and resolve your complaint informally. (Who did you speak to and what was the response?)	
Why does this issue remain unresolved and what actions do you feel might resolve the problem at this stage?	

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Are you attaching any paperwork, e.g., previous correspondence? If so, please provide details:			
Signature:		Date:	

Please return the completed form either:

Directly to the Academy (contact details on the Academy website) OR

By email to the Head of Governance and Compliance: governance@INMAT.org.uk

OR

By post to INMAT Governance, INMAT, Suite D, Ironstone House, Ironstone Way, Brixworth, NN6 9UD

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Appendix 2

Matters excluded from the scope of this policy

Excluded matters	Signposting
Admissions	The process for challenging admissions decisions is set out in our admissions policy in accordance with relevant statutory guidance.
Child protection / safeguarding	Complaints about child protection / safeguarding 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 or the Multi-Agency Safeguarding Hub (MASH).
Data protection	How to make a complaint regarding data protection and information requests is detailed within the GDPR Policy.
Exclusions	The process for challenging exclusions decisions is set out in the DfE's statutory guidance and information can be found at https://www.gov.uk/school-discipline-exclusions/exclusions
National curriculum content	Please contact the Department for Education at www.education.gov.uk/contactus
School re-organisation proposals	Where concerns about the opening, closing or amalgamating of schools are not adequately addressed by the Trust, complaints can be raised directly with the Department for Education.
Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
Staff conduct	Complaints about staff conduct 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.
Statutory assessments of Special Educational Needs (SEN)	Concerns about statutory assessments of special educational needs should be raised directly with the local authority.
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. 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: https://www.gov.uk/guidance/blowing-the-whistle-to-the-department-for-education Volunteer staff who have concerns should complain through the school's complaints procedure. You may also be able to complain direct to the Department for Education (see link above), depending on the substance of the complaint.

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Appendix 3

Summary of Complaints Process

Informal Stage	Parent brings complaint to the attention of a member of staff
	Issue to be resolved within 15 school days where possible
	Where no satisfactory solution can be found, intermediary to be appointed
	Where no satisfactory solution can be found after intermediary involvement, parent advised that they should progress to Stage 1



Stage 1 – Formal Written Complaint	Parent to put complaint in writing – either on form or via email, within 15 school days from the end of the informal stage
	Complaint to be acknowledged within 5 school days
	(optional) Meeting with parents to be held within 10 school days
	Response to the complaint to be sent within 15 schools days of acknowledgement where possible. Complainant to be advised if this is not possible and revised timescales provided.



Stage 2 – Referral to Complaints Panel	Complainant to request Panel hearing within 10 school days of receiving notice of the outcome of Stage 1
	Request to be acknowledged within 5 school days
	Panel meeting to take place within 20 school days of receipt of request
	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
	Trust representative and parents to submit evidence in support of their case to the Clerk at least 7 school days before the hearing
	Complaints Panel decision sent not more than 10 school days after the hearing

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