



Trust Complaints Policy

July 2016

Approved : July 2016

Review date : July 2019

The Flying High Trust Complaints Policy

The Flying High Trust encourages parents, carers, contractors and members of the public to contact the Trust to discuss any concerns or queries they may have. The central Trust team can be contacted using the contact details below:

Email: info@flyinghightrust.co.uk

Telephone: 0115 989 1915

Post: The Flying High Trust, C/O Cotgrave Candleby Lane School, Candleby Lane, Cotgrave, Nottingham, NG12 3JG

Experience has shown that the majority of questions and anxieties can be dealt with in this way, particularly if contact is made as soon as an issue arises. All staff within the Trust are keen to resolve concerns at the earliest stage without the need for escalation.

Complaints concerning an individual Trust school:

In the case of a complaint arising within one of the Trust schools, the complainant should follow the individual Complaints Policy of the school. Complaints policies for each can be accessed via the school website or by contacting the office team at the school.

School complaints policies address complaints using a staged approach, please refer to the policy of an individual school for full details on the procedure:

Stage One: Complaint Heard by Member of Staff

It is in everyone's interest that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant and the school can be crucial in enabling a timely and effective resolution to the concern identified. Where it is not appropriate for the complainant to speak with a particular member of staff, the complainant may wish to speak with a member of the school leadership team or Headteacher. Where the complaint concerns the Headteacher, the complaint should be referred to the Chair of Governors.

It is the hope and intention of all Trust staff to resolve complaints at this informal stage. Where it has not been possible to achieve a satisfactory outcome for the complainant, each school has an identified formal complaints procedure (stage two and beyond).

Stage Two: Complaint heard by the Headteacher

Stage Three: Complaint heard by Local Governing Body Complaints Panel

The Complaints Appeals Committee of the Governing Body will consider complaints where the Head Teacher (or Chair of Governors) has not been able to resolve the complaint to the satisfaction of the complainant and the complainant wishes to appeal. Any appeal must be made in writing to the Clerk to the Governing Body (the School will advise the complainant of the contact details).

The panel will be convened by the Clerk to the Complaints Appeals Committee (Governing Body) or the Flying High Trust central team, as appropriate.

The complaints panel will consist of at least three people who were not directly involved in the matters detailed in the complaint. One member of the panel will also be independent of the management and running of the school.

Stage four: Trust Complaints Panel

Where a complaint has not been resolved to the satisfaction of the complainant at Stage Three, the matter can be escalated to the Flying High Trust central team. The Trust will appoint an investigating officer and convene a panel of Trust Directors to review and agree appropriate outcomes. The complainant may be invited to the panel and/or receive a copy of the outcome(s) of the investigation and panel meeting in writing.

Should a complaint regarding an individual school not have been subject to the complaints policy of the school the Trust will refer the complainant to the school complaints policy unless the nature of the complaint requires immediate escalation to Trust level.

Complaints to the central Trust should be addressed to:

Nick Layfield – Project Manager

nlayfield@flyinghightrust.co.uk

The Flying High Trust

C/O Cotgrave Candleby Lane School

Candleby Lane

Cotgrave

Nottingham

NG12 3JG

The investigating officer will contact the complainant to state the process and related timeframes in the handling of the complaint as well as to potentially request clarity or additional information in relation to the complaint.

Complaints concerning the central Trust:

Stage One: Informal complaints

The Trust aims to resolve all complaints at the informal stage. Should you wish to raise a concern please contact the central Trust team using the details on Page 1 of this policy. The Trust will refer the concern to an appropriate member of the central team who will contact you to discuss the nature of the concern and look to resolve the matter. Please raise the concern as soon as possible; experience has shown that timely intervention or clarification enables concerns to be addressed effectively.

Stage 2: Formal complaint to the Flying High Trust

Where a complaint has not been resolved to the satisfaction of the complainant, the complaint can be escalated as a formal complaint, submitted in writing to the Trust. The Trust will assign an investigating officer to review the complaint and identify any relevant outcomes or remedial actions.

Stage 3: Complaint heard by the Chief Executive Officer

Where a complaint has not been resolved to the satisfaction of the complainant, the complaint can be escalated to the Trust Chief Executive Officer. The Trust CEO will review the outcomes and compliance with procedures of previous stages of the complaint. The CEO may also refer the matter to the Trust Board of Directors for review before responding to the complaint.

Stage four: Trust Complaints Panel

Where a complaint has not been resolved to the satisfaction of the complainant at Stage Three, the matter can be escalated to the Flying High Trust central team. The Trust will appoint an investigating officer and convene a panel of Trust Directors to review and agree appropriate outcomes. The complainant may be invited to the panel and/or receive a copy of the outcome(s) of the investigation and panel meeting in writing.

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The investigating officer will contact the complainant to state the process and related timeframes in the handling of the complaint as well as to potentially request clarity or additional information in relation to the complaint.

The Role of the Local Authority

The Local Authority does not have a statutory duty to consider Academy complaints and you do not have a right of appeal to the Local Authority should you disagree with the decision. You may, however, raise the matter with the Local Authority if you consider the complaint was not investigated properly or fairly. So long as the method of investigation followed a proper procedure and considered the complaint in a reasonable manner, then the Local Authority will simply inform you of that fact. It cannot reverse a decision of the governing body or Trust.

The Role of the Secretary of State for Education (the Department for Education)

If you still remain dissatisfied and feel the Academy has acted unreasonably, or that it has failed to discharge a statutory duty, you may wish to refer your complaint to the Secretary of State for Education. Please refer to the web link below for guidance – please note that the Department of Education expectation is that a complaint escalated to this level will have completed all prior stages of the school and/or Trust complaints procedures.

<https://www.gov.uk/government/organisations/department-for-education/about/complaints-procedure>