

## Complaints Procedure

Policy Monitoring, Evaluation and Review

Version:	
Date created:	
Last reviewed:	
Author:	

Revision History:

Version	Date
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Policy Monitoring, Evaluation and Review



3. The difference between a concern and a complaint

CONCERN	COMPLAINT

4. Who to contact at each stage

	School		Trust	
Concern / complaint about:	School	Principal or academy councillor(s)	Trust*	CEO or Trustee(s)
Concern				



6. Access to complaints procedure

7. Anonymous complaints

8. Time scales and complaints received out of term time

10. Withdrawal of a complaint

11. Confidentiality

12. Record keeping and monitoring of complaints

13. Duplicate complaints and complaint campaigns



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#### 14. Serial, persistent and unreasonable complaints

serial      persistent

unreasonable



5 school days

20 school days of receipt of the letter from Trust Complaints  
Team to complainant confirming the appeal

Membership of the Complaint Panel

school

acariph@73 cu2(Pa)4(c)9(a)5(io)5(l)el





Appendix B: TMET Complaint Form


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Concluding the investigation

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10 school days

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