

## CONCERNS & COMPLAINTS

### STAGE 1 INFORMAL CONCERN OR COMPLAINT

A concern or complaint can be made face-to-face, in writing or via a telephone call with the appropriate person to resolve the initial complaint. The appropriate person might be one of the following:-

- Class Teacher
- Head of Department
- Head of Year/House
- Headteacher
- Headteacher's PA / Office Manager

The concern or complaint will be acknowledged and the appropriate person will undertake an investigation. Often minor concerns can be resolved almost immediately.

A response to the informal concern or complaint will be provided either by email or telephone and issued within 5 school days of receipt of the concern/complaint.

If the issue remains unresolved, move to Stage 2.

**STAGE 2  
FORMAL COMPLAINT**

Formal complaints must be addressed to the Headteacher. When escalating a complaint to Stage 2, completion of a Complaints Form is preferred, but not mandatory. The formal complaint, or completed Complaints Form, can be handed into the main school office, or submitted via the relevant complaints email (see details below)

Who, or What, is the Complaint About?	E-Mail address
A general issue, or a Staff member (below Headteacher level)	<a href="mailto:complaint-general@hilltopprimary.co.uk">complaint-general@hilltopprimary.co.uk</a>
The Headteacher	<a href="mailto:complaint-headteacher@hilltopprimary.co.uk">complaint-headteacher@hilltopprimary.co.uk</a>
A Governor, the Chair of Governors or the whole Governing Body	<a href="mailto:complaint-governor@beyondschools.co.uk">complaint-governor@beyondschools.co.uk</a>
The CEO, Head Office staff member or a Trustee	<a href="mailto:complaint@beyondschools.co.uk">complaint@beyondschools.co.uk</a>

The complaint will be acknowledged in writing via email or by letter within 5 school days of receipt. We will consider complaints made outside of term time to have been received on the first school day after the holiday

An Investigating Officer will be appointed and, upon conclusion of their investigation, the Headteacher or appropriate person, will provide a formal written response within 15 school days of receipt of the complaint. If this deadline cannot be met, the complainant will be advised and a revised response date agreed.

If the complainant is still dissatisfied with the outcome of Stage 2, they can write to the Clerk within 10 school days of receipt of the Stage 2 response to request that the complaint be reviewed under Stage 3 of the Complaints Policy.

**STAGE 3**

Review by Chair of Governors, Executive Director or  
by the CEO

The Chair (or appropriate person, as per the policy) will acknowledge the request in writing within 5 school days, either by letter or email.

The Chair (or appropriate person) will undertake a review and provide a written response within 20 school days. If the complainant is dissatisfied with the outcome of the Stage 3 review, they can write to the Clerk within 10 school days to request a Complaint Panel Hearing. In the letter/email, the complainant should set out the reasons for their dissatisfaction with the outcome of the review.

If the complainant is still dissatisfied with the outcome of Stage 3, following the Complaint Panel Hearing, they can write to the Clerk within 10 school days of receipt of the Stage 3 response to request that the complaint be reviewed by a Complaint Panel under Stage 4 (see below). In the letter/email the complainant should provide the reasons why they are dissatisfied with the Stage 3 response.

**STAGE 4**  
**COMPLAINT PANEL HEARING**

The Clerk will acknowledge receipt of the request within 5 school days.

The complaint will be heard by the Complaint Panel within 20 school days of receiving the request.

The Complaint Panel will consist of three people who have had no involvement in the subject matter of the complaint, or in any of the previous stages. The panel will also include one member independent of the Trust.

After the Complaint Panel Hearing has closed, the Panel's decision will be confirmed in writing within 10 school days.