



GLT COMPLAINTS POLICY

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SECTION 1: PURPOSE

- 1.1 This policy explains how the Trust will deal with complaints related to its function, to any of its Schools or any community facilities or services that the Schools provide.
- 1.2 All time limits stated in this policy will be met where reasonably practicable. Where it is not reasonably practicable to adhere to a particular timescale, the complainant will be informed of any revised timescales.
- 1.3 This policy does not deal with the following:
 - School admissions
 - Matters likely to require a child protection investigation
 - School exclusions
 - Whistleblowing
 - Staff grievances
 - Complaints about services provided by third parties who may use the school premises

These items are covered by separate GLT or School policies.

- 1.4 It is expected that where a complaint relates to a student it will have been raised with the student's Form Tutor, Head of Year, Head of Department or member of the School Leadership Team before a request is made to deal with it under this policy.

SECTION 2: TIMING FOR MAKING A COMPLAINT

- 2.1 Complaints should be made as soon as possible following the occurrence of the incident leading to the complaint but no later than 20 school days after the occurrence.
- 2.2 The Trust will however take exceptional circumstances into account when deciding whether to accept a complaint after the 20 school days deadline.

SECTION 3: INFORMAL RESOLUTION

- 3.1 It is a precondition to the operation of this policy that the complainant shall have made reasonable attempts to seek an informal resolution and shall have acted in relation to the complaint in a reasonable and measured way. The person to whom the complaint is initially addressed shall have discretion, which will be exercised reasonably, not to allow a complaint to be pursued where this precondition has not been met.
- 3.2 Where the matter is not resolved at the informal stage, the complainant may elevate it to the formal stages set out below.

SECTION 4: STAGE ONE INVESTIGATIONS

- 4.1 A complaint under Stage One must be made in writing, addressed to the Headteacher of the relevant School, setting out the facts and evidence and stating what it is that the complainant considers should have been done or where the School has not met reasonable expectations. The complainant must co-operate with the investigation relating to their complaint and cannot amend the complaint as it progresses through the stages of this policy.

- 4.2 An investigation will be carried out by a member of the Senior Leadership Team of the School, which may include the offer of a meeting with the complainant. The investigator will speak to others involved. Where appropriate, a meeting with the complainant will take place within 15 school days of the written complaint being received.
- 4.3 The investigator will put her / his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. This will be done within 15 school days of any meeting with the complainant where practicable. If no meeting is arranged, it will be within 15 school days of the written complaint being received.
- 4.4 Any complaint relating to the Headteacher of a school, or the Chief Operating Officer (COO) must be raised in the first instance with the Chief Executive Officer (CEO) who will, if an informal resolution cannot be reached, designate a member of the Trust Board or Local Governing Body to investigate in the same way as in the first stage of the formal process outlined above.
- 4.5 Any complaint relating to the CEO must be raised in the first instance with the Chair of the Trust Board who will, if an informal resolution cannot be reached, designate a member of the Trust Board to investigate in the same way as in the first stage of the formal process outlined above.
- 4.6 Any complaint relating to a member of the Trust Board or a member or entire Local Governing Body of a School must be raised in the first instance with the Chair of the Trust Board who will, if an informal resolution cannot be reached, designate a suitable member of the Trust Board to investigate in the same way as in the first stage of the formal process outlined above.
- 4.7 Any complaint relating to entire Trust Board must be raised in the first instance with the Clerk to the Trust Board who will liaise with the Chair of the Trust Board. If an informal resolution cannot be reached, then they will determine the most appropriate course of action. This may involve using a suitably skilled independent person to conduct the stage 1 investigation.
- 4.8 Where the complainant remains dissatisfied, they may request the complaint is dealt with at Stage Two. Any such request must be set out in writing, stating where the complainant remains dissatisfied and lodged within 10 school days of the complainant receiving the findings in writing.

SECTION 5: STAGE TWO / THE CHIEF EXECUTIVE OFFICER

- 5.1 A complaint under Stage Two must be made in writing to the Chief Executive Officer of the Trust, setting out the facts and stating what it is that the complainant considers should have been done or where the School has not met reasonable expectations.
- 5.2 The Chief Executive Officer may appoint a member of the Trust Board or Local Governing Body of the relevant School to investigate the complaint. The investigation may include the offer of a meeting with the complainant. Any meeting with the complainant will take place within 15 school days of the written complaint being received.
- 5.3 If the Stage One complaint was raised under sections 4.5, 4.6 or 4.7 above then the Stage Two complaint should be put in writing to the Clerk to the Trust Board who will liaise with the Chair of the Trust Board to determine the most appropriate course of action.
- 5.4 The investigator will put their findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school

days of any meeting with the complainant. If no meeting is arranged it will be within 15 school days of the written complaint being received.

5.5 Where the complainant remains dissatisfied, they may request the complaint is dealt with at Stage Three. Any such request must be set out in writing, stating where the complainant remains dissatisfied, what remedies are being sought and be lodged within 10 school days of the complainant receiving the findings in writing. The request must be addressed to the Clerk to GLT Trust Board (see GLT website for contact details).

SECTION 6: STAGE THREE / THE PANEL HEARING

6.1 A Complaints Panel of the Trust will be formed as required and will consider all complaints at Stage Three.

6.2 The Complaints Panel must comprise at least three people, which will include one person who is independent of the management and running of the Trust and any of its Schools.

6.3 The Complaints Panel may include one or more persons from the following categories:

- A member of the Local Governing Body of the School from where the complaint emanated.
- A member of a Local Governing Body from another School within the Trust.
- A Trustee.

6.4 None of the members of the Complaints Panel will have been directly involved in the matters detailed in the complaint.

6.5 The Clerk to the Trust will invite the School to put in writing its response to the complaint. The School will provide this within 15 school days. At the end of that period the Clerk will convene a meeting of the Complaints Panel. That meeting will be held as quickly as practicable given the need to find a date that is reasonably convenient for the complainant, the School and the members of the Complaints Panel. Whenever possible, the meeting will be held within 15 school days of the end of the School's response time. At any meeting, the complainant will be entitled to be accompanied by a friend. Legal representation will not be allowed.

6.6 The meeting is not a court case, it will be held in private, and will be as informal as circumstances allow. The complainant will have the opportunity to put her/his reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing. The School will have the opportunity to put its side of things and each side, as well as the Panel members, will be able to ask questions. The complainant will have the opportunity to make final comments to the Panel.

6.7 The Panel may make findings and recommendations and a copy of those findings and recommendations will be:

- sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about; and
- available for inspection on the School premises by the Trust, the Headteacher of the relevant School and the Chief Executive Officer.

6.8 The Panel will formulate its response as quickly as reasonably possible, aiming to do so within 10

school days, and the Clerk will notify all concerned.

SECTION 7: ATTENDANCE AT A COMPLAINTS PANEL HEARING

7. The Complaints Panel will only proceed if the complainant and/or their representative attend. If the complainant does not confirm attendance or fails to attend on the day without compelling reasons, the Complaints Panel will not proceed and the complainant will lose their right to the complaint being heard. Any further attempt to re-open the matter will be considered as falling under the serial complaint section as below.

SECTION 8: SERIAL OR VEXATIOUS COMPLAINTS

- 8.1 The Trust will deal with all complaints fairly and impartially and is committed to providing a high-quality service to complainants. It will not normally limit the contact complainants have with our Schools. However, staff cannot be expected to tolerate unacceptable behaviour and the Trust will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.
- 8.2 The Trust defines a 'vexatious' complaint as one where consideration of complaints is hindered because of the frequency or nature of the complainant's contact with the School, such as, if the complainant:
 - 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.
 - Refuses to accept that certain issues are not within the scope of the 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 they expect to be taken into account and commented on.
 - 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.
 - 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 Complaints Policy has been fully and properly implemented and completed, including referral to the Department for Education.
 - Seeks an unrealistic outcome.
 - Makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.
 - Uses threats to intimidate.
 - Uses abusive, offensive or discriminatory language or violence.
 - Knowingly provides falsified information.
 - Publishes unacceptable information on social media or other public forums.

8.3 Whenever possible, the Headteacher, CEO or Chair of the Trust Board will discuss any concerns with the complainant informally before applying a 'vexatious' marking.

8.4 If the behaviour continues, the Headteacher, CEO or Chair of the Trust Board will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact a Trust School causing significant levels of disruption, methods of communication may be specified, and the number of contacts limited in a communication plan. This will be reviewed after six months.

SECTION 9: RECORD KEEPING

9.1 A written record will be kept of all complaints that were resolved at the formal stage of the complaints procedure.

9.2 Records will contain details of whether the complaint was resolved at Stage One, Stage Two or whether it proceeded to a Stage Three panel hearing. The action taken by the School or the Trust as a result of a complaint (regardless of whether they are upheld) will also be recorded.

SECTION 10: CONFIDENTIALITY

10. 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.