Concerns and Complaints Process

Stage 1 - Informal stage

Informal concern is received in person, by telephone or in writing.

An informal concern is acknowledged within **3 school days** and completed within **5 school days** by the relevant member of staff – complainant is asked what action would resolve the issue. Actions are recorded.

Concern resolved

Concern not resolved

Stage 2 - Formal stage

Complainant lodges complaint to headteacher within **5 school days** of the concern not being resolved at the informal stage by using the complaints form and adhering to the word count

Headteacher acknowledges complaint within **3 school days** and arranges a meeting with the complainant. If complaint is regarding the headteacher, Regional Director responds within **3 school days** and arranges a meeting with the complainant.

Discussion and further actions are recorded and communicated to complainant in writing, including an explanation of the decision, within **10 school days**.

Complaint resolved

Complaint not resolved

Headteacher reports outcome to School Board.

Stage 3 – Panel Hearing

Complaint lodged within **5 school days** to the Clerk. Written acknowledgement of the complaint is made within **3 school days** by using the complaints form and adhering to the word count.

Complaints Appeal Panel meets within **20 school days** to hear the complaint with documentation circulated **5 school days** before the hearing

Complaint resolved

Complaint not resolved

Chair of Complaints Appeal Panel reports outcome to School Board.

Stage 4 – Appeal to ESFA

THE PIONEER ACADEMY TRUST
FORMAL COMPLAINT FORM

Please use this form for all Stage 2 complaints and Stage 3 appeal requests.

Maximum word count: 1,000 words (excluding evidence attachments).

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1. Complainant Details

Name:

Address:

Postcode:

Telephone:

Email:

Relationship to the school/trust:

Pupil Name(s) (if applicable):

School:

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2. Complaint Details

Date(s) of incident:

Name(s) of staff member(s) involved (if known):

Have you raised this matter informally?
☐ Yes
☐ No

If yes, who did you speak to and on what date?

3. Grounds of Complaint

Please provide a concise summary of your complaint.
Maximum 500 words.

4. Actions Already Taken

Please provide details of the steps already taken to resolve this matter and any responses received.

5. Outcome Sought

Please explain what outcome or remedy you are seeking.

6. Supporting Evidence

Please list any documents attached.

☐ Emails

☐ Letters

☐ Reports

☐ Policies

☐ Other (please specify)

7. Declaration

I confirm that:

☐ The information provided is true and accurate to the best of my knowledge.

☐ I have read and understood the Trust's Concerns and Complaints Policy.

☐ This complaint has been submitted within the required timescale.

☐ This complaint does not contain abusive, threatening or discriminatory language.

Signature:

Date: