



Complaints Policy

Person responsible for the Policy:	Jack Beech
Date Written:	February 2026
Signed:	
Date for Review:	August 2026 (checked) August 2027
Key Changes Made:	

- 1. Aims**
 - 2. Legislation and guidance**
 - 3. Definitions and scope**
 - 4. Roles and responsibilities**
 - 5. Principles for investigation**
 - 6. Summary of complaints procedure**
 - 7. Withdrawal of a complaint**
 - 8. Good Practice Suggestions**
 - 9. Referring complaints on completion of the school procedures**
 - 10. Links with other policies**
- Appendix 1: Complaints Form Template**
- Appendix 2- Complaint flow chart**
- Appendix 3 – Complaint about a school which is not about a pupil by their parent**
- Document Control**
-

1. Aims

Everly East Academy aim to meet its statutory obligations when responding to complaints from parents of pupils at the school, and others. When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Treat complainants with respect and courtesy
- Ensure that both school members are treated respectfully and courteously.
- Respect complainants desire for confidentiality
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into school improvement evaluation processes
- Make any reasonable adjustments needed to accommodate individuals.
- Give the complainant the opportunity to complete the complaints procedure in full.
- Try to resolve complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

To support this, we will ensure we publicise the existence of this policy and make it available on our website, and on the websites of our schools.

2. Legislation and guidance

This document meets the requirements set out in part 7 of the schedule to the [Education \(Independent School Standards\) Regulations 2014](#), which states that we must have and make available a written procedure to deal with complaints from parents of pupils in our school.

It is also based on guidance published from the [Department for Education \(DfE\)](#).

When making decisions, our schools will make decisions in line with the principles of administrative law in that a decision is:

- lawful - it complies with education and other law, including human rights and equality law, such as the Human Rights Act 1998 and the Equality Act 2010;
- rational
- reasonable
- fair
- proportionate and
- judgements that are based upon a balance of probabilities

Decision Makers should also be mindful of The 7 Principles of Public Life (also known as the Nolan Principles):

1. Selflessness.
2. Integrity.
3. Objectivity.
4. Accountability.
5. Openness.
6. Honesty.
7. Leadership.

3. Definitions and scope

The DfE guidance explains the difference between a concern and a complaint:

A **concern** is defined as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”.

A **complaint** is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”.

Everly East Academy schools, intend to resolve complaints informally where possible, at the earliest possible stage, without the need to use the formal stages of this complaints policy.

There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

The scope of this policy does **not** cover complaints procedures relating to:

- Admissions
- Statutory assessments of special educational needs (SEN)
- Safeguarding matters
- Exclusion
- Whistle-blowing
- Staff grievances
- Staff discipline
- Complaints about services provided by other providers who use school premises or facilities (these should be directed to the provider concerned)
- Withdrawal from the curriculum – where a parent has withdrawn their child from any aspect of Religious Education, they do not need to provide an explanation and therefore are not a complaint.

Please see our separate policies for procedures relating to these types of complaint. If you are unable to locate these policies online, please speak to the school.

In addition, Appendix C details how a school should handle a complaint about the school which is **not** about the education of a child who is a pupil of the school.

Arrangements for handling complaints from parents of children with SEND about a school's support are within the scope of this policy. Each school SEND policy and information report includes information about the rights of parents of pupils with disabilities who believe that our school has discriminated against their child.

Who can make a complaint?

This complaints procedure is for parents of children registered at our school's or those with parental responsibility. Please see section 3.7 for further information concerning parental responsibility.

Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

Where parental responsibility has been removed from a parent, where sharing information with a parent may place the child or an adult at risk, or where under UK GDPR legislation the right to ownership of data at the age of 13 if deemed competent is established, a complaint will be considered, but may not be progressed if parties do not consent to progress.

Support for the complainant and employees

If you have difficulty discussing a concern or complaint with a particular member of staff, we will respect your wishes and refer you to another appropriate colleague. Similarly, if the staff member involved feels unable to deal with a concern or complaint, it will be referred to another member of staff. This person may be more senior, but this is not essential, what matters is their ability to consider the issue objectively and impartially.

Please note, however, that we will not tolerate rudeness or aggression to any staff member, including those that you may find it difficult to engage with. Any such behaviour will be addressed in accordance with section 5.10 of this policy.

Based on the level of need, school leaders will organise training for colleagues in dealing with complaints so that all staff feel confident in solving issues and working positively with parents and others.

Duplicate Complaints

After closing a complaint at the end of the complaint's procedure, there may be an identical complaint from:

- a spouse;
- a partner;
- a grandparent; or
- a child.

If the complaint is about the same subject, the academy can inform the new complainant that the academy has already considered that complaint and the local process is complete.

The right to appeal is allowed, details can be found at section 8 of the policy, however if this has already taken place then the complainant should be advised to contact the DfE if they are dissatisfied with Everly East Academy's handling of the original complaint.

Care must be taken not to overlook any new aspects to the complaint that may not have been previously considered. The school will need to ensure these are investigated and dealt with to the full extent of the complaint's procedure.

Complaint Campaigns

Complaints campaigns are where Everly East Academy or one of its schools receives a high number of complaints on the same subject. If they are from parties connected to the school i.e. parents and named carers then they will be provided with an individual response but if they are not from persons connected to the school then a standardised response by the published on the website only.

Complaint about a matter which is not linked to someone within a school Please see Appendix 3 for details of how we would handle a complaint that does not specifically refer to a person with a school i.e. a pupil or a teacher. This could include a complaint about an estate enquiry or a noise issue.

Complaint about a third party who is using the school facilities

Should a third party provider use the premises of one of our schools to provide community facilities and services they should have a complaints policy, which is reflective of the ethos of Every Academy LTD.

Parental Responsibility

A person who has parental responsibility for a child can make decisions about the child's upbringing and they are entitled to information about the child, including information about the education of the child.

Conflict between parent of the application of parental responsibility is a common cause for complaints and should a school/academy receive a complaint concerning this, they should refer to the guidance document ["Understanding and dealing with issues relating to parental responsibility"](#).

When dealing with complaint, the school should maintain a neutral position and not take sides. They should provide updates and information in line with the information contained within the guidance document.

4. Roles and responsibilities

The complainant/person raising concerns

You will receive a more effective and timely response to their complaint if they:

- Follow these procedures
- Explain the complaint in full as early as possible

- Co-operate with the school throughout the process, and respond to deadlines and communication promptly
- Ask for assistance as needed or advise us of any reasonable adjustments
- Treat all those involved with respect
- Do not publish details about the complaint on social media
- With the details of the complaint provide resolution and desired outcomes to be considered (this enables the school to effectively and efficiently address the complaint).
- Advise of any reasonable adjustments, which may be required to assist them in this complaints process.

The investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
 - interviewing staff and children/young people and other people relevant to the complaint
 - consideration of records and other relevant information
 - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.
- Ensuring that they complete a written report which details their investigations and any decisions made.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the head teacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.
- The head teacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Investigating officer or Proprietor

The Investigating officer or Proprietor will:

- Be the contact point for the complainant and the complaints committee,
- Ensure all parties have a copy of the complaints policy
- Set the date, time and venue of the meeting, ensure that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible.

- Collate all written material relevant to the complaint and sent it to the parties in advance of the meeting within an agreed timescale
- Record the proceedings
- Circulate the minutes of the meeting
- Notify all parties of any decisions made.

The complaints co-ordinator/investigating officer

The complaints co-ordinator/investigating officer can be:

- The headteacher
- The proprietor
- A future member of our advisory board (To be reviewed upon opening)
- A independent Clerk
- Any other staff member providing administrative support

The complaints co-ordinator/investigating officer will:

- Keep the complainant up to date at each stage of the procedure
- Make sure the process runs smoothly by liaising with staff members, the headteacher and proprietor.
- Be aware of issues relating to:
 - Sharing third party information
 - Additional support needed for complainants, for example interpretation support or where the complainant is a child or young person
- Keep records

Committee chair or Independent Clerk (If needed)

The committee chair or Independent Clerk will:

- Chair the meeting, ensuring that everyone is treated with respect throughout. They should ensure that parties are put at ease.
- Make sure all parties see the relevant information, understand the purpose of the committee, and are allowed to present their case
- Confirm the remit of the meeting to the complainant/
- Allow both the complainant and the school to present their side of the case. Where needed, they should ensure that they seek clarity about the content of documents or the content of oral submissions.
- They ensure that matters are addressed and that they establish the key findings of fact.

- They make sure that they have assured themselves that no other member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure.
- They work with the clerk and any other persons in a constructive and professional way and to ensure that all appointments, records and other work has been completed.

To co-ordinate with Everly East Academy where there is a complaint against the Headteacher and the Information provided.

Committee Members

- Must ensure that they act in a way which is impartial and which is seen to be so
- Must ensure that they have not had any prior involvement in the complaint or in the circumstances surrounding it.
- Be a part of ensuring that make the meeting as stress free as possible and to reduce the risk of a complainant feeling intimidated.
- Ensure that the child's welfare is maintained.
- Ensure that they contribute to the meeting in an effective way.
- Be aware that their role is to establish the facts and make appropriate recommendations.

5. Principles for investigation

General Principles

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved?
- What the complainant feels would put things right

We intend to address complaints as quickly as possible; to achieve this, realistic and reasonable time limits will be set for each action within each stage. Where further investigations are necessary, new time limits will be set, and the complainant will be sent details of the new deadline with an explanation for the delay. It is reasonable that a more complex complaint may take longer to investigate than a more simple one. Please also note that during the investigation, further areas may be discovered which require further.

If at any stage, we cannot meet the timescales we have set out in this policy, we will:

- Set new time limits with the complainant
- Send the complainant details of new deadline and explain the delay.

Complaints made outside of the school term

When complaints are made out of term time, we will consider them to have been received on the first school day after the holiday period. This is because it is essential that we make all reasonable enquiries with all persons who may be involved in the complaint but who are absent from the school. This will ensure that the handling of the complaint is more efficient and fairer for all named parties.

How to raise a complaint

A complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

For ease of use, a template complaint form has been devised to assist in the making of a complaint and a copy is appended to this policy as Appendix A. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

If you are sending information via post, you may wish to send this via recorded delivery and for email you may wish to add a delivery or read receipt.

Reasonable Adjustments

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations. We would however appreciate you could let us know as soon as you are able, preferably when raising the complaint.

Timeframes for making a complaint

Everly East Academy expects that complaints will be made as soon as possible and no later than 3 months after realising that there was cause for complaint. We will consider exceptions in the circumstance that there were valid reasons for not making the complaint within the timeframe and the complaints can still be investigated in a way which is fair for all involved.

Anonymous complaints

We will not normally investigate an anonymous complaint. However, the head teacher and proprietor will determine whether the complaint warrants an investigation.

Resolving complaints

At each stage in the procedure, we want to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- a written/verbal apology.

Withdrawal of a complaint

A complainant, can withdraw their complaint at any time. However, we would ask that this is completed in writing and will ask you to do so if you verbally make the request.

Record Keeping

All Everly East Academy schools will maintain a complaints log which includes, as a minimum:

- The date the complaint was received and logged
- The date it was acknowledged
- The individuals responsible for handling the complaint
- The date of the response
- The stage at which the complaint was resolved (Stage 1, 2 or 3)
- Any lessons learned

This process enables the school to respond to complaints in a proactive and constructive way — through policy or procedural changes, additional training, or alternative responses where appropriate. It also ensures we can respond to any future queries with a clear and evidenced account.

The complaint record will include copies of relevant correspondence (letters, emails), and any notes relating to meetings and phone calls. All materials will be treated as confidential and stored securely in the school office. Access will be limited to those directly involved in the investigation or review of the complaint.

Confidentiality

Confidentiality will be upheld unless:

- The Secretary of State (or their representative) requests access
- The complainant makes a request under the Freedom of Information Act or the Data Protection Act 2018.
- Access is required during a school inspection

Complaint records will be retained for six years following the resolution date, after which they will be securely destroyed.

The details of a complaint, including the names of those involved, will not be shared with any party to maintain impartiality in the event a review panel is required. If the proprietor is aware of the complaint's substance prior to this stage, the school will, where reasonably practicable, arrange for an independent panel to hear the complaint.

Persistent, unreasonable and vexatious complaints

Where a complainant tries to re-open the issue with Everly East Academy after the complaint's procedure has been fully exhausted and Everly East Academy has done everything it reasonably can in response to the complaint, the proprietor will inform the complainant that the matter is closed.

Everly East Academy does not expect its staff or Proprietor to tolerate behaviour by complainants which is unacceptable, for example, which is abusive, offensive or threatening, and they will take action to protect staff and the Proprietor from any such behaviour if it occurs.

Social Media

Everly East Academy is aware and accepts the complaints and persons who are raising concerns may have access to social media platforms such as Facebook, X (formerly Twitter) and Instagram. However, we would ask that you do not post items relating to your complaint or mention persons who are employed or act as volunteers or contractors.

If your behaviour is deemed to be unreasonable or which threatens the safety and welfare than we will look at an appropriate sanction, which could include restricting the ways that you can communicate with us or involving outside agencies such as the police.

Learning lessons

The Proprietor will review any underlying issues raised by complaints with the Headteacher where appropriate, and respecting confidentiality, to determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

6. Summary of complaints procedure

We have adopted a 3-stage process for dealing with complaints:

Stage 1 – informal resolution

Stage 2 – formal investigation

Stage 3 – Proprietor decision or external support

Please note that there is an additional stage in which Every Academy LTD will review the handling of the complaint but it will not review the content of the complaint. Please see section 6.4 for further details.

Stage 1: informal resolution

Everly East Academy schools will take informal concerns seriously and make every effort to resolve that matter quickly. It may be the case that provision or clarification of information will resolve the issue.

The complainant should raise the complaint as soon as possible with the relevant member of school staff or the head teacher, either in person or by letter, telephone or email. If the complainant is unclear who to contact or how to contact them, they should contact their school office which details will be available once each school has opened or on their individual websites.

Complainants should not approach the Proprietor to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 3 of the procedure.

Complaints against school staff (except the headteacher) should be made in the first instance, to the Headteacher via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the headteacher should be addressed to the Proprietor. Please mark them as Private and Confidential.

Complaints about the Proprietor, any individual governor or the whole governing body should be discussed with the relevant Local Authority SEND team or Local Authority Designated Officer.

The school will acknowledge informal complaints within **five working days**, and provide a response within **ten school days** or as soon as reasonably practicable during school holidays.

The informal stage may involve:

- A meeting between the complainant and the head teacher or subject of the complaint
- Provision of additional information or clarification
- Amendments to provision or practice
- Provision of additional support or guidance
- Mediation
- Conflict resolution

If the complaint is not resolved informally, it will be escalated to a formal complaint. For record keeping purposes, it is preferable that any escalations are made in writing.

Stage 2: formal investigation

If the complainant is not happy with the response to stage 1, they should put their complaint into writing within **30 working days**. This letter should provide details including:

- Relevant dates and times
- The names of witnesses of events
- What the complainant feels would resolve the complaint

The letter should be submitted alongside copies of any relevant documents.

For ease of use, a template complaint form has been devised to assist in the making of a complaint and a copy is appended to this policy as Appendix A.

The complainant will receive written acknowledgement of their complaint within **five working days**, unless the complaint is received in the school holidays for details of when you would receive an acknowledgement.

Formal Stage 2 Investigation

The investigating officer (appointed by the Headteacher or Proprietor) will then conduct their own investigation. The investigation may include:

- Reviews of relevant documents
- Interviews with pupils, parents, staff and other involved parties

The written conclusion of this investigation will be sent to the complainant within **30 working days**. If there is any occasion where we are not able to complete the investigation within this timescale,

we will inform you in writing along with the revised timescale. In responding to complaints, the writer should ensure that their response covers all areas of the parent/carers concerns.

When interviewing pupils, you should inform them that they can have a member of staff who is not connected with the complaint present to accompany them. If the complaint involves made of a criminal offence, they can have their parents present.

Staff interviews can be conducted with another member of staff present who is not connected with the complaint in any way or who could be called as a witness themselves. The witness however is not able to assist or answer on behalf of the witness.

Stage 3: Proprietor Review

Complaints will be escalated to the Proprietor Review stage that can also incorporate an independent review panel if the complainant is not satisfied with the response to the complaint at the second, formal, stage. This should be completed **within 30 working days** from receiving the conclusion of stage 2 and be sent to the investigation officer. The investigation officer will then refer to the Proprietor.

Everly East Academy delegates responsibility to the Proprietor to select the panel which must consist of 3 people who were not directly involved in the matters detailed in the complaint. At least 1 panel member must be independent of the management and running of the school, such as a future advisory board member (to be reviewed upon opening).

The appointment of the independent person will be subject to the approval from the Chief Officer's Group. This is to ensure that effective due diligence is performed in order to obtain assurance that the person is not conflicted in any way.

The panel cannot be made up solely of leadership staff, as they are not independent of the management and running of the school. If a school is struggling to find an independent person they should make all reasonable enquiries and update or extend processes accordingly.

The panel will have access to the existing record of the complaint's progress (see section 5.9) below). The Investigating officer is responsible for ensuring that the panel is properly minuted.

The complainant must be notified of the date, time and location of the review panel at **least five working days in advance**. However, the review panel reserves the right to convene at their convenience rather than that of the complainant.

At the review panel hearing, the complainant and representatives from the school, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.

The complainant is allowed to attend the panel hearing and be accompanied if they wish.

At the hearing, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called, as appropriate, to present their evidence.

The panel, the complainant and the school representative(s) will be given the chance to ask and reply to questions. Once the complainant and school representative(s) have presented their cases, they will be asked to leave and evidence will then be considered.

The panel must then put together its findings and recommendations from the case. The panel will also provide a copy of the findings and recommendations to the complainant and, where relevant,

the individual who is the subject of the complaint, and make a copy available for inspection by the Proprietor and Headteacher.

Complainants have the right to be accompanied by someone who is not a legal professional. Staff members have the right to be accompanied by their trade union, a colleague or a professional association representative. The reason for this is that the aim of the review panel is to bring about reconciliation and to put rights areas which may have gone wrong.

The panel will inform those involved of the decision in writing **within thirty working days**.

Review by the Proprietor

Where the school-based complaints procedure has been completed, and the complainant does not feel their complaint has been addressed to their satisfaction, they may contact the Proprietor in writing to request a review of the complaint investigation. This must be sent within **30 working days** of the complaint response.

Everly East Academy will only investigate complaints where:

- The school did not comply with the complaint's procedure
- The school complaints procedure does not comply with statutory requirements

If it is found that the school did not address a complaint appropriately, or that statutory requirements were not met, the school will require the complaint to be reconsidered within **thirty working days**. This also applies where adjustments must be made to the complaints procedure to bring it in line with statutory requirements.

8. Withdrawal of a complaint

Where a complainant wishes to withdraw their complaint, you should ask them to confirm this in writing. Despite the complaint having been withdrawn, you should still take the complainant's voice seriously and attempt to avoid causing similar distress to others in the future. You must never, under any circumstances ask, or pressure an individual, to withdraw a complaint.

9. Good Practice Suggestions

Recording meetings

Where there are issues with communications or a request for a reasonable adjustment has been made, a school can consider whether it is appropriate to record the meeting so that the complainant can review the content of this at a later stage. The meeting can only be recorded if all parties consent to the recording. Where it is not required for a reasonable adjustment school should carefully consider whether it is appropriate for the meeting to be recorded.

Audio and video evidence

Complainants should make sure that they have obtained informed consent from all parties present before recording conversations or meetings. Informed consent means that it has been clearly explained to all people what they are consenting to and is easily understandable.

We will not normally accept electronic recording as evidence when we are asked to consider a complaint. We may accept independently notarised transcriptions of recordings, and we may also ask for written consent from all recorded parties.

Bias in the proceedings

Complainants are entitled to a fair meeting. Therefore, if a party who is attending the meeting has a conflict of interest, even if this is tenuous, they should not take part in complaints process. This extends to where the person feels that they could not act impartially or where there could be a financial interest.

All persons involved in a case must be conscious of their own biases and must not act in a way which could demonstrate bias. Even the impression of bias could taint the investigation even upon reflection there is none. If persons feel unable to act in an unbiased way they should recuse themselves from all proceedings.

10. Referring complaints on completion of the school procedures

If the complainant is unsatisfied with the outcome of the school complaints procedure, they can refer their complaint to the Department of Education (DFE). The DFE will check whether the complaint has been dealt with properly. The DFE will not overturn the school's decision about a complaint. However, it will look into:

- > Whether there was undue delay, or the school did not comply with its own complaint's procedure
- > Whether the school was in breach of its funding agreement with the secretary of state
- > Whether the school has failed to comply with any other legal obligation
- > Failed to act in line with its duties under education law and statutory policies
- > Whether they have complied with Part 7 of the Education (Independent School Standards) Regulations 2014
- > Acted (or is planning to act) unreasonably when exercising its functions

If the complaint was not dealt with properly, the school will be asked to re-investigate the complaint. If the complaints procedure is found not to meet regulations, the will be asked to correct its procedure accordingly.

The complainant must also know and have the right to escalate a complaint directly to Ofsted following the DFE's online portal found here at: [Start Page](#) . Ofsted however highlight the following:

1. Complain to the school first, for example, talk to a teacher about your problem.
2. Make a formal complaint to the school. The school's complaints procedure will tell you how to do this.
3. If you are not happy with how the school responded to your written complaint, follow the next steps in the school's complaints procedure. This may tell you to complain to the governing body or another organisation.

The complainant can refer their complaint to the DFE online at www.education.gov.uk/contactus or by telephone on 0370 000 2288. If you want to post your complaint, you can post a letter of complaint to:

Ministerial and Public Communication Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

11.Complaints About the Proprietor

Where a complaint is made **about the Proprietor**, or any individual acting on behalf of the Proprietor, the complaint will be handled by an **independent person** appointed by the school. This individual will have **no connection to the school**, no personal or professional relationship with the Proprietor, and will be suitably experienced to ensure an impartial investigation.

The independent person will:

- consider the complaint objectively and fairly
- review all relevant information
- meet with the complainant where necessary
- make findings and recommendations that are shared in writing with both the complainant and the school

The school will confirm the identity of the independent person and the process to be followed **within a reasonable timescale** upon receiving such a complaint.

12. Links with other policies

Policies dealing with other forms of complaints include:

- Child protection and safeguarding policy and procedures
- Admissions policy
- Suspension and Exclusion policy
- Staff grievance procedures
- Staff disciplinary procedures
- SEN policy and information report
- Privacy Notices
- Data Retention Policy

Appendix 1: Complaints Form Template

Please complete this form and return it to kclewes@everlyacademy.co.uk or alternatively print and post to Everly East Academy, Yardwoods Arm, Navigation Road, Northwich, CW8 1BE. This form will then be forwarded to the Headteacher or Chair of the Proprietor Body.

Name	
Full Address	
Telephone number	
Email address	
Name of Pupil at the school	
Your relationship to the pupil	
Are there any accessibility requirements we need to be aware of when dealing with this complaint?	
Have you raised this matter previously?	

Details of the Complaint Please include date or period of time to which to which your complaint relates and confirm whether you have already expressed your concerns informally, and to whom and when.	Please limit your response to no more than 1500 words
--	---

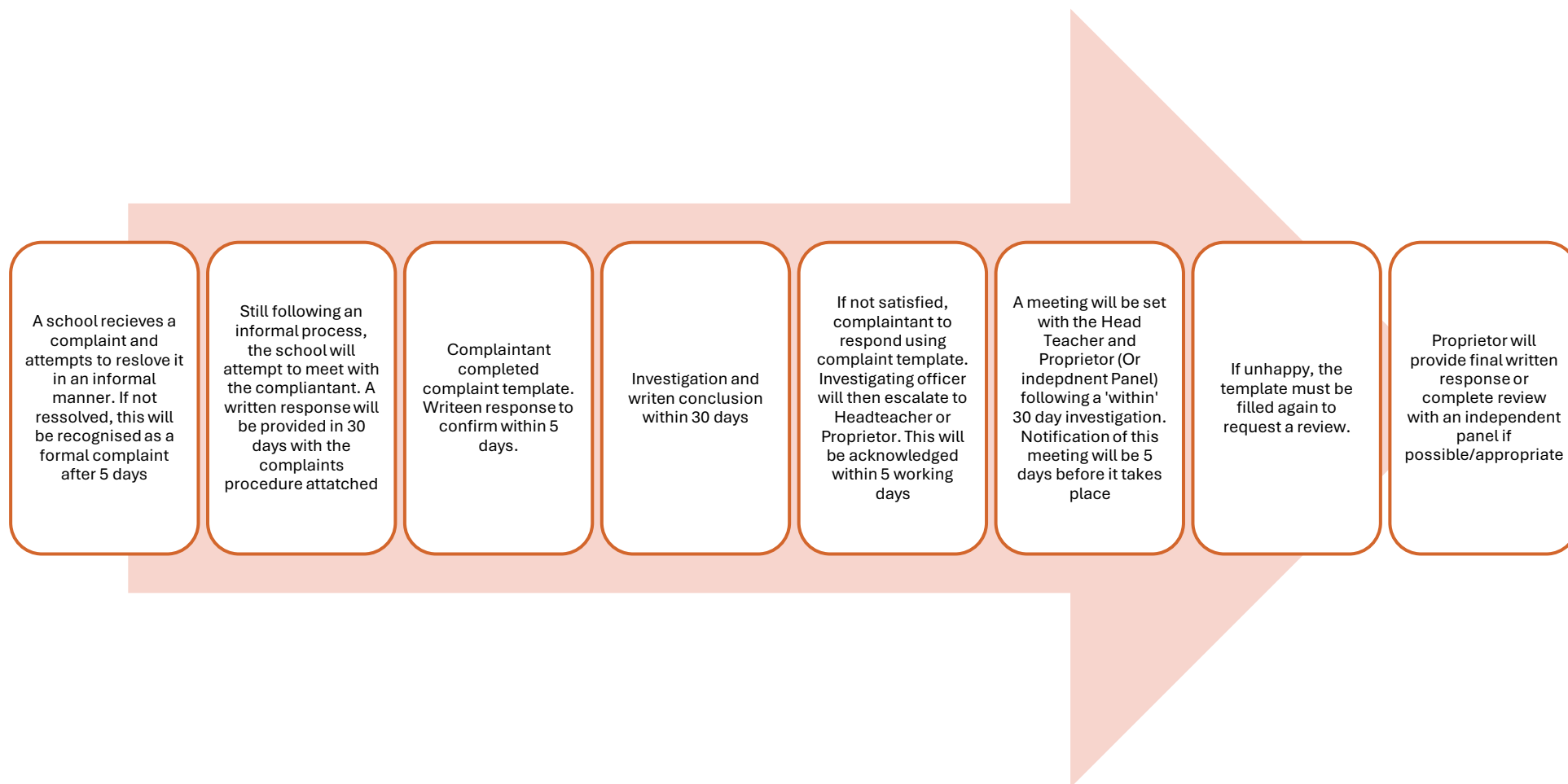
Please outline your desired outcome? Please specify what action you feel might resolve this problem at this stage	Please limit your response to no more than 1500 words



Supporting Documents If you wish to attach paperwork, please specify what documents you are including	
Signature	
Date	

This policy was approved in Autumn Term 2025
and will be reviewed in Autumn Term 2026

Appendix 2- Complaint flow chart



Appendix 3 – Complaint about a school which is not about a pupil by their parent

Step 1

Person makes a complaint about the school, which does not relate to a pupil. This matter is acknowledged within 5 working days and allocated to a pupil. This could relate to areas such as estate or noise queries. The Headteacher will then review. The acknowledgement should give clear guidelines concerning timescales for a response to be made to the complainant.

Step 2

Headteacher contacts complainant to ascertain whether the matter can be resolved informally. If it cannot, the headteacher will respond within 5 working days. This response should cover all of the areas raised by investigate the concerns and produce a written response within 30 working days. If unsatisfied, the complainant can escalate the complaint to the Proprietor.

Step 3

The Proprietor can gather a review panel; one person being independent of the school and Independent of the complaint. The panel will then consider the evidence and the responses and come to a decision within 30 working days.

Step 4

After this has happened the panel will consider whether all processes have been followed appropriately. They will make appropriate decisions and provide appropriate feedback.

Key Details

Owner	Jack Beech
Contact in case of query	Jack Beech
Proprietor Approval	Joshua Beaumont
Review Period	Annually