University Schools Trust
A transformational education

Complaints Policy

December 2025

Title:	Complaints Policy
Procedure Code:	IO5.2
Source:	UST
Document Owner:	Director of Education – Operations
Review & Update By:	Director of Education – Operations
Advisory Committee:	Audit & Risk Committee
Approval Committee:	Trust Board
Date Approved:	December 2025
Date of Publication:	December 2025
Date of Next Review:	November 2026
Required on Website:	Yes

0. Document Control

The table below contains the changes made between the different final editions of this document set for approval. This is to help provide information to those reviewing and approving the document of the changes being made.

Document Edition	Section	Details of change
November 2025	12.2.2 12.2.3	Minor clarification regarding external investigating officers and confidentiality. Minor clarification regarding Review Panel process regarding setting dates and proceeding without verbal submissions.
November 2024	None	No significant updates
November 2023	All App. 1 App. 3	Replaced references to CEO with Trust Leader Updated contact details Minor changes to content for clarification (particularly re. timeframes), and removal of duplication. No substantive changes.
December 2022	4.2 10 12.1	Updated to include specific external guidance Updated to new contacts Updated to clarify about complaints and communications received during school holidays in relation to timescales.
August 2022	All	Update to new brand
June 2022	11.1 App. 4	Amendment to clarify the position of timescale for complaints and how the exceptional circumstances will be applied. Removal of the flow chart to esnure clairty throughout.
November 2021	2 7 8 9 11.2.3 All	Additional areas outside the scope of the complaints policy added (whistleblowing and 3rd party) Have restructured the vexatious and multiple complaints into a singular unreasonable complaints section. Expanded the content to include more items relating to vexatious behaviour and non-compliance with the complaints process. An expanded list of actions that the school / Trust can take in dealing with unreasonbale complaints. Rewritten the details about where to direct complaints to depending on the nature of the complaint. This includes removing section 14.3 from the previous version (relating to HT, TL, Trustees and Governors) Updated contact list including the addition of Cyril Jackson Updated the instructions relating to the panel composition Updated terminology

Contents

0. Document Control 3
1. Definitions 5
2. Scope of the Policy 5
3. Policy Aims and Ethos 6
4. Links to Legislation and Guidance Documents 7
5. Roles and Responsibilities 8
6. Complaints about our fulfilment of requirements for EYFS 9
7. Unreasonable Complaints 9
8. Where to Direct Your Complaint 11
9. Approval Signature 12
10. Appendix 1 – Key Members of Staff Referenced 12
11. Appendix 2 – Links to Legislation and Guidance 12
12. Appendix 3 – Procedures and Processes 13
13. Appendix 4 – Meeting Request Form 17
14. Appendix 5 – Complaints Form 18
15. Appendix 6 – Review Request Form 19

1. Definitions

The "Trust" refers to the company known as the University Schools Trust, East London and all Trustees, Governors and Staff who work within it.

A "School" refers to an individual academy within the Trust, as denoted by their Unique Reference Number. As such a 'school' may span one or several phases of education to the individual academies within the Trust. Depending on the context the term "School" may refer to a singular academy or to all of the academies within the Trust but as separate entities.

"Staff" refers to any individual who is employed by the Trust or who operates on the Trust's behalf, e.g. Trustees and Governors.

A "Parent" includes the natural or adoptive parent of a pupil as well as any non-parent / carer who has parental responsibility including being involved in the day-to-day care of a pupil.

A "Pupil" includes any incoming or current pupil at any School within the Trust. It also includes any individual who was previously a pupil at any School within the Trust and who has left within the appropriate timeframe for consideration as necessary, e.g. complaints. The term pupil is used as standard by the UST in its policy documents but can be replaced with the term "student" or "child" with no change of definition.

The "Headteacher" is defined as the individual who has ultimate responsibility for a school in line with UST strategy, approach, ethos and values. Individual schools may have alternative titles for this position such as Executive Headteacher or Principal.

A "Working Day" is defined as a weekday during term time when the School are open to students. As such this excludes staff training days, weekends, school holidays and bank holidays. Each School will have their own term dates that are made publicly available through their website. For the purposes of the Trust a Working Day will be considered to be any day when at least one school is open for students.

A "Concern" is defined as an expression of worry or doubt over an issue considered to be important for which reassurances are sought, as defined by the Department for Education (DfE).

A "Complaint" is defined as an expression of dissatisfaction however made, about actions taken or a lack of action, as defined by the DfE.

2. Scope of the Policy

The Trust has adopted this procedure for complaints from people who are parents of students attending any of the academies at the time the complaint is made or who have left within the timeframe for complaints outlined below. The policy is also open to people who are parents of prospective students or from people who are accessing the services of the Trust at the time the complaint is made.

The Trust will usually also follow this procedure when dealing with complaints from others as well. However, the Trust reserves the right to substitute this procedure for an alternative process where it

is appropriate to do so. If it deemed appropriate to use an alternative process, then the complainants will be informed about the procedure that will be used as soon as possible after their complaint is received by the Trust.

This procedure does not apply to concerns and complaints relating to the following, which are dealt with under separate policies:

- Admissions
- Exclusions
- Issues Related to Child Protection
- Statements of SEND/EHC Plans
- Staff Grievances or Disciplinary Procedures
- Third-Party Suppliers Using School Premises or Facilities
- Whistleblowing

Where a complaint is made against a member of staff, depending upon the nature and seriousness of the complaint, the matter may be dealt with under separate HR procedures which are strictly confidential, rather than under this Complaints Policy.

All staff will be made aware of this complaints procedure and are expected to review this policy regularly in order that they are familiar with our process of dealing with complaints and can be of assistance when an issue is brought to their attention.

3. Policy Aims and Ethos

The aims of this policy are;

- to allow individuals to raise a concern or complaint relating to the Trust, any of its Schools or the services that they provide.
- to ensure that a concern, difficulty or complaint is managed sympathetically and efficiently at the appropriate level and resolved as soon as possible.

Ensuring that these aims are met is good practice, fair to those concerned and helps to promote parents' and students' confidence in the Trust's ability to safeguard and promote welfare.

The Trust will try to resolve every concern, difficulty or complaint in a positive manner with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing the Trust's systems and procedures in the light of the matters raised. The Trust will try to accomplish this by informal means wherever possible. Where this is not possible, formal procedures will be followed. The Trust will aim to give the complainant opportunity to complete the complaints procedure in full.

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;
- Respect complainants' desire for confidentiality;
- Treat complainants with respect;
- Keep complainants informed of the progress of the complaints process; and
- Consider how the complaint can feed into school improvement evaluation processes.

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

The Trust recognises that when a matter raised is not resolved quickly and fairly it is possible that this can become a cause of resentment, which can be damaging to the relationship between the Trust and the complainant, and can also have a detrimental effect upon the Trust's ethos and culture.

4. Links to Legislation and Guidance Documents

This policy meets the requirements as set out in part 7 of the schedule to the Education (Independent School Standards) Regulations 2014, which states that the Trust must have and make available a written procedure to deal with complaints from parents of pupils at the school.

The policy is also based upon guidance published by the Education and Skills Funding Agency (ESFA) on creating a complaints procedure that complies with the above regulations, and refers to good practice guidance on setting up complaints procedures from the Department for Education (DfE). This policy complies with our funding agreement and articles of association.

In addition, it addresses duties set out in the Early Years Foundation Stage statutory framework with regards to dealing with complaints about the school's fulfilment of Early Years Foundation Stage requirements.

4.1. Relevant Internal Policies

Relevant internal policies will vary based on the nature of the complaint

4.2. Relevant External Documents

Relevant external documents will vary based on the nature of the complaint but this policy has due regard to all relevant legislation and guidance including, but not limited to, the following;

- Education Act
- Freedom of Information Act
- Immigration Act
- Equality Act
- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act
- Part 7 of the Education (Independent School Standards) Regulations
- ESFA 'Best practice guidance for academies complaints procedures'
- ESFA 'Academy trust handbook'

5. Roles and Responsibilities

5.1. Trust Board

The Trust Board;

- has responsibility for the content and review of this policy;
- has responsibility for ensuring that the policy is adhered to through delegated means;
- will ensure, through the Policy Compliance Lead (PCL), that the policy is compliant with the regulations set out in the section above and that it reflects any changes as and when they occur;
- will regularly review the nature and volume of complaints received by the Trust; and
- will participate in any complaints procedures as identified in the procedures found in appendix 3.

5.2. School Committee (School Only)

The School Committee of each School;

- has responsibility for ensuring that the policy is adhered to within the individual Schools;
- will regularly review the nature and volume of complaints received by the School; and
- will participate in any complaints procedures as identified in the procedures found in appendix 3.

5.3. Headteacher / Trust Leader

The Headteacher / Trust Leader will;

- appoint a Designated Policy Lead / Policy Compliance Lead from among the senior staff;
- ensure that the requirements of this policy are adhered to; and
- ensure that all staff receive and have access to policies as required.

5.4. Policy Compliance Lead (PCL)

The PCL is a Trust member of staff and will, as part of their role;

- ensure that this policy is distributed to the individual locations;
- ensure that all Trust staff are aware of the policy (including further revised editions); and
- make all necessary amendments to the policy, or delegate equivalent actions, to ensure that it remains compliant with the aforementioned regulations.

5.5. Designated Policy Lead (DPL)

A DPL is a school-based member of staff in each school and will, as part of their role;

- ensure an accurate copy of this policy is available to all staff;
- disseminate updates regarding this and associated policies in a timely manner; and
- provide advice and guidance regarding the development of policies at the school level.

5.6. All Staff

All Trust Staff will ensure that any concerns or complaints are recorded in detail and referred to the appropriate individuals as outlined within the procedures found in appendix 3.

Members of the Senior Leadership Team may also, on occasion, be asked to conduct investigations into complaints that are raised.

6. Complaints about our fulfilment of requirements for EYFS

We will investigate all written complaints relating to the school's fulfilment of the Early Years Foundation Stage (EYFS) requirements and notify the complainant of the outcome within 28 days of receiving the complaint. The school will keep a record of the complaint and make this available to OFSTED on request.

Parents and carers can notify Ofsted if they believe that the school is not meeting Early Years Foundation Stage requirements, by calling 0300 123 4234 or 0300 123 4666, or by emailing enquiries@ofsted.gov.uk. An online contact form is also available at https://www.gov.uk/government/organisations/ofsted#org-contacts

7. Unreasonable Complaints

There are rare circumstances where we will elect to deviate from the Complaints Procedure set out in appendix 3. Generally, this is because the complaints fall under one of three categories:

- Vexatious Complaints
- Serial, Duplicate and Multiple Complaints or Complaint Campaigns
- Non-compliant Complaints

7.1. Vexatious Complaints

These occasions include, but are not necessarily limited to;

- where the complaints are deemed to be obsessive, persistent, harassing or repetitious.
- where the complainant's behaviour towards staff, Governors or Trustees is unacceptable, for example, is abusive, offensive or threatening;
- where, because of the frequency of their contact with the Trust/academy, the complainant is hindering the consideration of their or other people's complaints and/or the proper running of the Trust/academy;
- where the complaint has patently insufficient grounds; or
- where the complainant's complaint is the same, similar to or based on the same facts of a complaint which has already been considered in full by the Trust.

7.2. Serial, Duplicate and Multiple Complaints (Complaint Campaigns)

These occasions include, but are not necessarily limited to;

- If a complaint is received by the Trust from the same person about the same or similar subject once the initial complaint has been completed.
- New complaints, as additions as part of an ongoing and open complaint.
- If the Trust receives a large volume of complaints that are based upon the same subject.

7.3. Non - Compliant Complaints

These occasions include, but are not necessarily limited to;

- Refuses to articulate their complaint or the outcomes sought despite offers of assistance.
- Refuses to cooperate with the complaints investigation process.
- Refuses to accept that certain issues are not within the scope of a complaints procedure.
- Insists on the complaint being dealt with in ways outside of the complaints procedure.
- Introduces trivial or irrelevant information and insists they are acted upon.

- Makes unjustified complaints about staff dealing with the complaints.
- Changes the basis of the complaint as the investigation proceeds.
- Refuses to accept the findings of a properly implemented and completed process.
- Seeks an unrealistic outcome.
- Uses falsified information.
- Makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

7.4. Actions Relating to Unreasonable Complaints

In these circumstances, the Trust may depending on the nature of the unreasonable complaints utilise the following approaches;

- inform the complainant that their behaviour is unacceptable or unreasonably persistent and ask them to address it;
- restrict the complainant's access to the Trust e.g. requesting contact in a particular form (for example, letters only), requiring contact to take place with a named person only, restricting telephone calls to specified days and times or banning the complainant from the Trust's premises;
- conduct a Review Panel using the papers only i.e. not hold a meeting;
- refuse to consider the complaint and refer the complainant directly to Stage 4.
- respond to all complainants with a single response which may be communicated through post sent to the individual complainants or be distributed via the Trust's website.
- inform the new complainant that the School / Trust has already considered that complaint and the local process is complete.
- advise the complainant that they can continue their complaint either through a request to escalate to the Trust (in the case of a school complaint) or submit to the ESFA (in all cases).

In all cases the Trust will write to tell the complainant why we believe his or her behaviour is unreasonable and what action we are taking and the duration of that action.

A decision to stop responding will only be considered in circumstances where;

- every reasonable step has been taken to address the complainant's concerns.
- the complainant has been given a clear statement of the trust's position and their options.
- the complainant contacts the trust or any of its academies repeatedly, making substantially the same points each time.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of other individuals, we will consider other options, for example reporting the matter to the Police or taking legal action. In such cases, the Trust reserves the right to not give the complainant prior warning of that action.

8. Where to Direct Your Complaint

8.1. School Directed Complaints

If your complaint is relating to a school-based event or member of staff at a school within the Trust or a school more generally then the complaint should be directed to the school in question. More information regarding this can be found in appendix 3.

8.2. Trust Directed Complaints

If your complaint is relating to an event run by the Trust rather than an individual school or is regarding a member of the central trust staff then the complaint should be directed to the central staff team. More information regarding this can be found in appendix 3.

Complaints directed to the Trust regarding an individual school will usually not be considered by the Trust until the school has completed its own complaints process as set out in this policy.
If, after the school has completed its full complaint procedures, the complainant wishes to escalate the complaint to the Trust they may do so within 10 working days of being notified of the outcome of the schools complaints procedure.

The Trust will decide on a case-by-case basis whether to investigate the complaint further at the Trust level. An escalated complaint will usually only be reviewed if there is evidence that the original school procedures or outcomes were demonstrably flawed. If the Trust does decide to take up the escalated complaints process then it will follow the procedures as set out in appendix 3.

Please note that sending the complaint to the incorrect location may cause a delay in response.

8.3. Complaints Against a School Headteacher or Governor

Please be aware that the process as outlined in appendix 3 will still be followed.

- In the case of a complaint against the Headteacher or a Local Governor of a School the complaint should be directed to the Chair of the School Committee.
- In the case of a complaint against a School Committee as a whole the complaint should be directed to the Chair of the Board.
- In the case of a complaint against the Chair of the School Committee the complaint should be directed to the Vice Chair of the School Committee. If there is no Vice-Chair in position then this will be directed to the Chair of the Trust Board.

8.4. Complaints Against the Trust Leader or Trustee

Please be aware that the process as outlined in appendix 3 will still be followed.

- In the case of a complaint against the Trust Leader or a Trustee of the Trust the complaint should be directed to the Chair of the Board.
- In the case of a complaint against the Chair of the Board the complaint should be directed to the Vice Chair of the Board.

9. Approval Signature

Signature of (enter position e.g. Chair) _____

Print name _____

Date _____

10. Appendix 1 – Key Members of Staff Referenced

Location	Title	Name	Contact Email
Cyril Jackson	Headteacher	Hodo Dirir	admin@cyriljackson.towerhamlets.sch.uk
	Chair of Governors	Sue Stollery	governorservices@theeducationspace.co.uk
	Vice-Chair	Vacant	governorservices@theeducationspace.co.uk
Royal Greenwich Trust School	Headteacher	Caroline Toye	info@rgtrustschool.net
	Chair of Governors	Hilary Orpin	governorservices@theeducationspace.co.uk
	Vice-Chair	Vacant	governorservices@theeducationspace.co.uk
St Paul's Way Trust School	Exec. Headteacher	Nicholas John	admin@spwt.net
	Chair of Governors	Joe Hall	governorservices@theeducationspace.co.uk
	Vice-Chair	Vacant	governorservices@theeducationspace.co.uk
Sir William Burrough	Headteacher	Siobhan Fehim	office@swbschool.net
	Chair of Governors	Ross Tranter	governorservices@theeducationspace.co.uk
	Vice-Chair	Vacant	governorservices@theeducationspace.co.uk
University Schools Trust	Trust Leader	Gillian Kemp	info@ust.london
	Chair of Board	Peter Heathcote	governorservices@theeducationspace.co.uk
	Vice-Chair	Ian McFadzean	governorservices@theeducationspace.co.uk

For other details please see the individual websites:

- Cyril Jackson Primary School - https://www.cyriljackson.towerhamlets.sch.uk/
- Royal Greenwich Trust School - https://www.rgtrustschool.net/
- St Paul's Way Trust School - http://www.spwt.net/
- Sir William Burrough Primary School - https://sirwilliamburrough.info/
- University Schools Trust - https://www.ust.london/

11. Appendix 2 – Links to Legislation and Guidance

Education (Independent School Standards) Regulations 2014
www.legislation.gov.uk/uksi/2014/3283/pdfs/uksi_20143283_en.pdf

12. Appendix 3 – Procedures and Processes

12.1. Principles of Process

In order to investigate your complaint as fully as possible, the Trust has adopted a four staged system for addressing complaints;

- Stage 1 – Informal
- Stage 2 – Formal
- Stage 3 – Review Panel
- Stage 4 – ESFA

We anticipate that almost all complaints that arise will be resolved at through the processes in Stage 1 or Stage 2.

The details of each stage can be found further in this appendix.

To enable a proper investigation, concerns or complaints should be brought to the attention of the Trust as soon as possible. The Trust takes the position that any matter raised more than 3 months after the event will not be considered. The Trust may, under what it considers to be exceptional circumstances, make exceptions to this position. Due to the individualised nature of complaints, exceptional circumstances granted will not set a precedent for any future complaints.

When investigating a complaint, we will try to clarify;

- What has happened;
- Who was involved; and
- What the complainant feels would put things right.

This process can be assisted through the use of the complaint form found in Appendix 5.

If, at any stage, the Trust believes that the concern or complaint is vexatious, has insufficient grounds, has already been considered in full or has been closed, the Trust may write to you to refuse to consider the concern or complaint under this procedure outlining the reasons why. In this eventuality, the individual with the concern or complaint may proceed directly to Stage 4 of this procedure.

Anonymous concerns or complaints will not be investigated under this procedure unless there are exceptional circumstances.

If, at any point, it becomes necessary to alter the time limits and deadlines set out within this procedure, the complainant will be advised accordingly and given an explanation as to why this has been the case. Revised timescales will be provided at the earliest opportunity. For the purposes of timescales and responses, any complaints and communications received outside of term time by the organisation will be treated as being received on the first school day after the holiday period.

A written record will be kept of all complaints, including at what stage they were resolved. Correspondence, statements and records relating to individual complaints will be kept confidential by the Trust except where access is requested by the Secretary of State or where disclosure is required in the course of an inspection or under other legal authority.

12.2. Part 1 – Raising a Complaint

12.2.1. Stage 1 – Informal

Many concerns can be resolved by simple clarification or the provision of information, wherever possible the Trust would seek to address these concerns through dialogue with the individual raising the concerns and, where necessary, wider.

Where a complaint is about the UST, it would be recommended to communicate directly via the UST office. This may be by email, letter, by telephone or in person by appointment, requested via the UST office (see appendix 1).

Where the complaint is about a member of staff, it is normally appropriate to communicate directly with them in the first instance. This may be by email, letter, by telephone or in person by appointment, requested via the School or UST office (see appendix 1).

Where a complaint concerns your child or a child attending a School within the Trust, it is recommended to communicate directly with the Pastoral Lead for their year group or an associated member of the Senior Leadership Team.

We value informal meetings and discussions and encourage parents to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding. If you wish to hold a meeting to discuss your concern or complaint, please explain the nature of your concern or the complaint in advance when contacting the school or use the Meeting Request Form provided (appendix 4). Upon receipt of a request regarding an informal complaint the Trust will acknowledge receipt and provide further details within 2 working days.

In the case of serious concerns, it may be appropriate to address them directly to the Headteacher of the School. If you are uncertain about who to contact, please seek advice from the School or Trust.

It is anticipated that most complaints will be resolved by this informal stage within 15 working days of being notified of the complaint.

12.2.2. Stage 2 – Formal

If your concern or complaint is not resolved to your satisfaction at the informal stage (stage 1) or you wish the complaint to be dealt with immediately as a formal complaint, the complaint must be put in writing to the School or Trust (as per section 8). If the complaint is an escalation of a stage 1 complaint, then this must be completed within 10 working days of the stage 1 outcome.

To assist in addressing the complaint in a timely manner your written complaint should include details that may aid the investigation, this may include;

- the nature of the complaint
- details of how the matter has been dealt with so far
- the names of potential witnesses
- dates and times of events and copies of all relevant documents.

It is very important that you include a clear statement of the actions that you would like the Trust to take to resolve your concern. You may wish to use the Complaint Form provided in appendix 5 and your written complaint will be acknowledged within 5 working days of receipt.

You may be invited to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by one other person such as a relative or friend, who should not be legally qualified, to assist you in explaining the nature of your concerns. Where possible, this will take place within 10 working days of receipt of the written complaint.

Where you decline the invitation to a meeting or the complaint cannot be resolved through a meeting, the complaint may be concluded on the basis of information supplied or arrangements may be made for the matter to be formally investigated. The investigation may be carried out by a 3rd party depending on the nature and breadth of the complaint. Details relating to the investigation will be shared in a confidential manner for the purpose of supporting the investigation.

If necessary, witnesses will be interviewed and statements taken from those involved. If the complaint centres on a student, the student should, where appropriate, also be interviewed. Students should normally be interviewed with their parent present, but if this would seriously delay the investigation of a serious or urgent complaint or if the student has specifically said that they would prefer that their parents were not involved, another member of staff with whom the student feels comfortable and is not involved in the complaint should, if possible, be present.

If a member of staff is complained against, they must have the opportunity to present their case.

Once all the relevant facts have been established as far as possible, as the complainant, you will be provided with a written response to the complaint, including a full explanation of the decision.

- In the case of a School this will be by the Headteacher or delegated individual.
- In the case of the UST this will be taken by the Trust Leader or delegated individual.

This will usually be completed within 20 working days of the investigation beginning, however, this is dependent on the nature of the investigation.

This will include what action the Trust will take to resolve the complaint (if any). You will be advised that if you are dissatisfied with the outcome of the complaint, you may request that your complaint be heard by the Review Panel. This request must be made within 10 working days of the outcome of stage 2 and can be done using appendix 6 – Review Request Form.

12.2.3. Review Panel Process

A Review Panel can be requested to be convened if the complainant remains dissatisfied with the outcome of the formal process. The complainant should set out the reasons that they are dissatisfied. Unless otherwise stated, the procedure for an appeal is as follows:

- a panel of at least three people will be convened. The panel composition will be such that;
    - all individuals are not directly involved with the matters of the complaint; and
    - at least one individual will be independent of the running and management of the school. The Trust's preference is that this would be independent of the entire Trust but in the case of complaints at the school level it may include individuals from others school within the Trust.

    - all individuals will be independent of the entire Trust if the complaint relates to the majority or all of the Trustees.
- the complainant and Trust representative (usually the Headteacher or Trust Leader) will enter the meeting together
- the complainant may be accompanied by one other person such as a relative or friend, who should not be legally qualified, to assist in explaining the nature of the concerns.
- the Chair of the Review Panel will introduce the panel members and outline the process
- the complainant will explain the complaint
- the Trust representative and committee members will question the complainant
- the Trust representative will explain the UST / School's actions
- the complainant and the committee members will question the Trust representative
- the complainant will summarise their complaint
- the Trust's representative will summarise the UST / School's actions
- the Chair of the panel will explain that both parties will hear from the committee within 5 working days
- both parties will leave together while the panel decides
- the Governance Professional, or nominated deputy, will stay to assist the panel with its decision making

The clerk or other appointed person will seek to arrange appropriate days for the Review Panel to convene. If multiple dates are not accepted without good reason, then the clerk may set a date and the Review Panel will proceed using written submission only.

After the meeting the Panel will consider their decision and inform the complainant and the Trust of their decision, in writing, within 5 working days. The letter will set out the decision of the committee together with the reasons underpinning that decision. The Panel can;

- Request further information from you and/or the Trust to assist them in making their decision;
- Dismiss the complaint in whole or in part;
- Uphold the complaint in whole or in part;
- Decide on the appropriate action to be taken to resolve the complaint; and / or
- Recommend changes to the Trust / School's systems or procedures to ensure that problems of a similar nature do not reoccur.

12.2.4. Stage 4 – ESFA

If you are dissatisfied with the decision of the Review Panel, you are entitled to refer your complaint to the Education and Skills Funding Agency who have limited powers to review the Trust's handling of the complaint in accordance with ESFA's 'Procedure for dealing with complaints about Academies'.

At the time of writing this procedure, the ESFA procedure and the ESFA school complaints form are available at www.education.gov.uk/schools/leadership/schoolperformance/b00212240/making-complaint-school

13. Appendix 4 – Meeting Request Form

Name of School	
Person you wish to meet	
To discuss the following	
Details regarding the topic for discussion	
Date and times when it would be convenient to meet	
Your name	
Relationship with the Trust / School	
Student's name (if applicable)	
Address	
Telephone Numbers	
Email Address	
Signature	
Date	
Please submit this form to the UST or School Office	
Admin Use	
Date form received	
Received by	
Date response sent	
Response sent by	

14. Appendix 5 – Complaints Form

Name of School	
Your name	
Relationship with the Trust / School	
Student's name (if applicable)	
Address	
Telephone Numbers	
Email Address	
Please give concise details of your complaint. Please include; The nature of the complaint The actions taken so far The names of any witnesses The relevant dates and times The outcome you are seeking (Please attach additional sheets if required and indicate the number of additional sheets submitted)	
Signature	
Date	
Please submit this form to the UST or School Office	
Admin Use	
Date form received	
Received by	
Date response sent	
Response sent by	

15. Appendix 6 – Review Request Form

Name of School	
Your name	
Relationship with the Trust / School	
Student's name (if applicable)	
Address	
Telephone Numbers	
Email Address	

Dear Sir / Madam

I submitted a formal complaint to the Trust on …… and I am dissatisfied with the procedure that has been followed.

My complaint was submitted to …….. and I received a response from …….. on …….

I have attached copies of my formal complaint and of the response received.

I am dissatisfied with the way in which the procedure was applied because:

Please continue on separate paper if required & indicate the number of additional pages

Signature	
Date	

What actions do you feel might resolve the problem at this stage?

Please submit this form to the UST or School Office

Admin Use	
Date form received	
Received by	
Date response sent	
Response sent by	
Complaint referred to	
Date complaint referred	
Request referred to	
Date request referred to	