

## Complaints Summary

In conjunction with The Stour Academy Trust full complaints policy, this document provides a simple summary as to the complaints process within our organisation. Please see complaints policy for process in full.

Stage	Description	Process
<b>Stage 1</b>	<p><b>Informal Complaint</b> – It is hoped that most concerns can be expressed and resolved on an informal basis. Concerns should initially be raised with either the member of staff involved or a member of the SLT.</p> <p>Many of these concerns can be addressed immediately however if further exploration is required, this will be undertaken.</p>	<ul style="list-style-type: none"> <li>• Stage 1 Complaint received.</li> <li>• Informal verbal or written response issued by academy within <b>5 school days</b> of complaint receipt.</li> <li>• If the issue remains unresolved, or you are unhappy with the outcome of the stage 1 process the next step is to make a formal complaint in writing using the formal complaints form. Escalating the complaint to a formal stage 2 complaint.</li> </ul>
<b>Stage 2</b>	<p><b>Formal Complaint</b> – Investigator will investigate your formal complaint and provide you with an outcome to uphold/ partially uphold/ not uphold the issues raised If the complainant is dissatisfied with the outcome at stage 2 and wishes to take the matter further, they can escalate the complaint to stage 3 – an internal review.</p>	<ul style="list-style-type: none"> <li>• Stage 2 Complaint received.</li> <li>• Acknowledge receipt of complaint within <b>5 school days</b>.</li> <li>• Investigation commences.</li> <li>• Investigation outcomes communicated with complainant within <b>15 school days</b> of the date of acknowledgment.</li> <li>• Complainant has 10 school days from receipt of the investigation outcomes to raise to stage 3 if they are dissatisfied .</li> </ul>
<b>Stage 3</b>	<p><b>Internal Review</b> – Reviewer will undertake a full review of stage 2 investigation outcome to check for compliance against the policy, sufficient detail in response and will agree or disagree with the conclusion outcomes in stage 2</p> <p>If the complainant is dissatisfied with the internal review stage 3 and wishes to take the matter further, they can escalate the complaint to Stage 4 – a panel hearing</p>	<ul style="list-style-type: none"> <li>• Stage 3 complaint received.</li> <li>• Acknowledge receipt of complaint within <b>5 school days</b>.</li> <li>• Internal review commences.</li> <li>• Internal review outcomes communicated with complainant within <b>15 school days</b> of the date of acknowledgment.</li> <li>• Complainant has 10 school days from receipt of the internal review outcomes to raise to stage 4 if they are dissatisfied.</li> </ul>
<b>Stage 4</b>	<p><b>Panel Hearing</b> – Panel will consider whether the complaint should be upheld or dismissed from stages 2 and 3.</p>	<ul style="list-style-type: none"> <li>• Stage 4 complaint received.</li> <li>• Acknowledge receipt of complaint within <b>5 school days</b>.</li> <li>• Panel hearing to be convened within <b>20 school days</b> of the date of acknowledgment.</li> <li>• Any written material will be shared at least <b>5 school days</b> prior to panel hearing.</li> <li>• Panel hearing outcomes communicated with complainant within <b>5 school days</b> of the panel hearing.</li> </ul>