

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
Stage 1	Informal Complaint – 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. Many of these concerns can be addressed immediately however if further exploration is required, this will be undertaken.	• Stage 1 Complaint received. • Informal verbal or written response issued by academy within 5 school days of complaint receipt. • 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.
Stage 2	Formal Complaint – 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.	• Stage 2 Complaint received using the form within the main complaints policy (annex A). • Acknowledge receipt of complaint within 5 school days. • Investigation commences. • Investigation outcomes communicated with complainant within 15 school days of the date of acknowledgment. • Complainant has 10 school days from receipt of the investigation outcomes to raise to stage 3 if they are dissatisfied.
Stage 3	Internal Review – 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 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	• Stage 3 complaint received. • Acknowledge receipt of complaint within 5 school days. • Internal review commences. • Internal review outcomes communicated with complainant within 15 school days of the date of acknowledgment. • Complainant has 10 school days from receipt of the internal review outcomes to raise to stage 4 if they are dissatisfied.
Stage 4	Panel Hearing – Panel will consider whether the complaint should be upheld or dismissed from stages 2 and 3.	• Stage 4 complaint received. • Acknowledge receipt of complaint within 5 school days. • Panel hearing to be convened within 20 school days of the date of acknowledgment. • Any written material will be shared at least 5 school days prior to panel hearing. • Panel hearing outcomes communicated with complainant within 5 school days of the panel hearing.