

Complaints Procedure Flowchart

Stage 1 - Informal

A concern or complaint should initially be raised informally with a member of staff, member of the leadership team or the headteacher* in writing (email/letter), telephone or in person.

*If the concern relates to the headteacher this should be raised with the Chief Executive Officer of ELAN who will share the concern with the Chair of the Local Governing Body.

Resolved

Concern/complaint is resolved

No further action required

Unresolved

If the concern/complaint cannot be resolved informally through discussion with the member of staff / headteacher then a formal written complaint should be made and the matter will proceed to Stage 2 as a formal complaint.

Stage 2 - Formal

A formal complaint should be made in writing to the headteacher*. The school or Trust will arrange an initial discussion with the complainant by telephone or in person to confirm the precise nature of the complaint and to understand the desired outcome. The complaint will be **acknowledged within 5 school days of receipt**. The complaint will be investigated by the headteacher and a **response given in writing within 10 school days** detailing the outcome and any action to be taken as a result of the complaint.

*If a complaint directly concerns the headteacher, the complaint should be addressed to the Chief Executive Officer of ELAN who will share the complaint with the Chair of the Local Governing Body.

*If a complaint concerns the Chair of Governors, an individual governor or the whole governing body, the Clerk to the Governors should be contacted.

*If a complaint concerns the CEO or a trustee, the Chair of the Trust Board should be contacted. This would automatically move to Stage 4 of the complaints process.

Resolved

Complaint is resolved

Unresolved

If the complaint remains unresolved the complainant can request a review by ELAN and the Local Governing Body.

Stage 3 – Review by ELAN and the Local Governing Body (LGB)

If the complainant is not resolved at the end of Stage 2, the complainant can request that ELAN and the Local Governing Body review the process followed by the school in handling the complaint. Any such request must be made in writing to the Chair of the Local Governing Body **within 10 school days of receiving notice of the outcome**, and must include a statement specifying any perceived failures to follow the procedure. **Any such request will be acknowledged within 5 school days of receipt**. The review will wherever possible be held **within 10 school days of receipt**. The complainant will be **informed in writing of the outcome within 5 school days** of the review.

Stage 4 – Review by the Board of Trustees

If the complaint is not resolved following the review at Stage 3 of the process, then the complainant can ask for the complaint process to be reviewed by a panel drawn from the ELAN Board of Trustees. If a complaint is escalated to the Board of Trustees or if a complainant wishes to complain directly about the Trust, then the complaint should be sent to the Chief Executive Officer (CEO) to be investigated. **Any such request will be acknowledged within 5 school days of receipt**. The review will wherever possible be held **within 10 school days of receipt**. The complainant will be **informed in writing of the outcome within 5 school days** of the review.

If at the end of the trust complaint's procedure, the complainant remains unsatisfied with the outcome, they can refer their complaint to the Department for Education