



**THE BAY
LEARNING TRUST**

Complaints Procedure

The Bay Learning Trust
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Document Control

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Owner	The Bay Learning Trust
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Complaints Procedure (prior to Complaints Panel) Please refer to the Complaints Policy for specific details of process.

Stage 1: Informal Complaints (concern raised with staff member/headteacher)

- Complaint recipient takes the complaint to their line manager or whoever is appropriate in the school setting, following internal school complaints procedure.
- Decision is reached on who will lead the enquiries.
- Contact should be made with the complainant to reassure them that their complaint is being considered and that we will arrange an informal meeting once this process is complete.
- The identified lead will consider the process of investigation and this should be recorded.
- The investigation takes place and should be recorded.
- Offer the complainant several times and dates for the meeting, make sure the setting is relaxed and friendly.
- Meeting takes place.

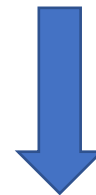


Issue resolved (File all papers confidentially)

Ensure complaints co-ordinator/ SLT member is informed of the outcome and the action agreed



Issue not resolved



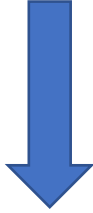
Stage 2: Formal complaint (confidentiality applies to all parties)

- Complaint submitted in writing within 5 academy days of the completion of stage 1.
- Complaint recipient to acknowledge receipt of complaint within 5 academy days.
- Provide all details of complaint to Deputy CEO farrimonds@baylearningtrust.com and Governance Professional grahamf@baylearningtrust.com
- **The Trust will identify who should complete the investigation.**
- There is the option to invite the complainant to attend a meeting with investigator. If a meeting is deemed appropriate it should be within 10 academy days.
- Send a formal response to the parent by email or first-class letter (within 10 days of acknowledging the complaint) detailing the outcome of the investigation.



Issue resolved (File all papers)
Ensure complaints co-ordinator is informed of the outcome and the action agreed.

Issue not resolved



Stage 3: Complaint

- The parent should contact the Clerk of the Local Governing Body or the Clerk to the Trust Board. This will be acknowledged within 5 academy days.
- The Headteacher should provide details to Deputy CEO/ Governance Professional who will in turn ensure that all details are sent to CEO.
- A further investigation will be carried out by the Headteacher or a Member of the Executive Team (whichever is appropriate in relation to the previous investigation).
- The parent may be invited to attend a meeting, but they cannot be accompanied.
- The outcome of the investigation will be sent to the parents within 15 academy days.



Issue resolved (File all papers)
Ensure complaints co-ordinator is informed of the outcome and the action agreed.



Issue not resolved



Stage Four: Complaint

- **All details sent to CEO**
- All details of the process to date are sent to Hill Dickinson for review and advice by the governance professional.
- Two governors from the school and an independent governor are required.
- All must have completed the NGA eLearning 'How to run an effective complaint review panel' [NGA Learning Link - How to: run an effective complaints review panel module - National Governance Association](#)
- All must attend a pre- virtual meeting with Hill Dickinson legal representatives.
- A pre meeting prior to the start of the complaints panel will take place.
- The complaints panel consider the complaint.
- The parents can attend with a friend relative (not a legal representative).
- The outcome is sent to the parents in writing after it has been checked by Hill Dickinson.

