

Trust Complaints Policy

DATE: 01July 2023

DATE OF REVIEW: 01July 2025

The Flying High Trust Complaints Policy

The Flying High Trust encourages parents, carers, contractors and members of the public to contact the Trust to discuss any concerns or queries they may have. The central Trust team can be contacted using the contact details below:

Em ail: <u>info@flyinghightrust.co.uk</u>

Telephone: 0115 989 1915

Post: The Flying High Trust, C/O Unit 2A Vickery Way, Chilwell, Nottingham, NG9

6RY

Experience has shown that the majority of questions and anxieties can be dealt with in this way, particularly if contact is made as soon as an issue arises. All staff within the Trust are keen to resolve concerns at the earliest stage without the need for

Any appeal must be made in writing to the Clerk to the Governing Body (the School will advise the complainant of the contact details).

The panel will be convened by the Clerk to the Complaints Appeals

Committee (Governing Body) or the Flying High Trust central team, as appropriate.

The complaints panel will consist of at least three people who were not directly involved in the matters detailed in the complaint. One member of the panel will also be independent of the management and running of the school.

Stage four: Trust Complaints Panel

Where a complaint has not been resolved to the satisfaction of the complainant at Stage Three, the matter can be escalated to the Flying High Trust central team. The Trust will appoint an investigating officer and convene a panel of Trustees to review and agree appropriate outcomes. The complainant may be invited to the panel and/or receive a copy of the outcome(s) of the investigation and panel meeting in writing.

Should a complaint regarding an individual school not have been subject to the complaints policy of the school the Trust will refer the complainant to the school complaints policy unless the nature of the complaint requires immediate escalation to Trust level.

Complaints to the central Trust should be addressed to:
FHT Complaints Team
info@flyinghightrust.co.uk
The Flying High Trust
Unit 2A Vickery Way
Chilwell

Nottingham NG9 6RY

The investigating officer will contact the complainant to state the process and related timeframes in the handling of the complaint as well as to potentially request clarity or additional information in relation to the complaint.

Complaints concerning the central Trust:

Stage One: Informal complaints

The Trust aims to resolve all complaints at the informal stage. Should you wish to raise a concern please contact the central Trust team using the details on Page 1of this policy. The Trust will refer the concern to an appropriate member of the central team who will contact you to discuss the nature of the concern and look to resolve the matter. Please raise the concern as soon as possible; experience has shown that timely intervention or clarification enables concerns to be addressed effectively.

Stage 2: Formal complaint to the Flying High Trust

frequency or nature of their contacts with the school, hinder our
. The complaint itself

may also be deemed unreasonable if unsubstantiated and in such cases will not be accepted as a complaint. Or if the volume of complaints is deemed to be unreasonable.

- 3. A complaint may be regarded as unreasonable when the person making the complaint:
 - refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
 - refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved;
 - refuses to accept that certain issues are not within the scope of a complaints procedure;
 - insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
 - introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
 - makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
 - changes the basis of the complaint as the investigation proceeds;
 - repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
 - refuses to accept the findings of the investigation into that complaint
 - implemented and completed including referral to the Department for Education:
 - seeks an unrealistic outcome;
 - is deemed to be acting unreasonably to the point of harassment of an individual or individuals;
 - 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.
 - complaints about matters that are being dealt with using our internal behaviour policy

4.	A complaint	may also	be considered	unreasonable i	f the person	making

Equality Duty

In developing this policy, and in its implementation, we have had due regard to the provisions of

the Equality Act 2010 and in particular our need to:

- Eliminate discrimination and other conduct that is prohibited by the Equality Act 2010,
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it,
- Foster good relations across all characteristics between people who share a protected characteristic and people who do not share it.

The protected characteristics are sex, race, disability, religion or belief, sexual orientation, gender reassignment and pregnancy or maternity.

Complaint referred to:

This document will be provided at each stage of the complaints process and will be stored and disposed of in line with the school guidance on retention. By signing this form, I agree to these conditions.

Appendix 2: Trust Complaint Appeal Form

Once completed please return to: info@flyinghightrust.co.uk

Your nam e:
Relationship with school/Trust (e.g. parent of a pupil on the school roll):
Telephone number:
E- mail address:
Dear Chair
procedure that has been followed.
Complaint submitted to:
Date of submission:
I have attached copies of my formal complaint and of the response(s) from the school.
I am dissatisfied with the way in which the procedure was carried out, because:
You may continue on separate paper, or attach additional documents, if you wish.
Number of additional pages attached =
What actions do you feel might resolve the problem at this stage?
Trust use Date form received:
Date formit eceived:
Received by:
Data acknowledgement sent:

Acknowledgment sent by:

Complaint referred to:

This document will be provided at each stage of the complaints process and will be stored and disposed of in line with the school guidance on retention. By signing this form, I agree to these conditions

The Role of the Local Authority

The Local Authority does not have a statutory duty to consider Academy complaints and you do not have a right of appeal to the Local Authority should you disagree with the decision. You may, however, raise the matter with the Local Authority if you consider the complaint was not investigated properly or fairly. So long as the method of investigation followed a proper procedure and considered the complaint in a reasonable manner, then the Local Authority will simply inform you of that fact. It cannot reverse a decision of the governing body or Trust.

The Role of the Secretary of State for Education (the Department for Education) If you still remain dissatisfied and feel the Academy has acted unreasonably, or that it has failed to discharge a statutory duty, you may wish to refer your complaint to the Secretary of State for Education. Please refer to the web link below for guidance please note that the Department of r Education expectation is that a complaint escalated to this level will have completed all prior stages of the school and/or Trust complaints procedures.