



The Flying High Trust Complaints Policy

Stage four: Trust Complaints Panel



Complaints concerning the central Trust:

Stage One: Informal complaints

Stage 2: Formal complaint to the Flying High Trust

Equality Duty

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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

Trust use
Date form received:
Received by:
Date acknowledgement sent:

Acknowledgment sent by:

Complaint referred to:

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The Role of the Local Authority

The Role of the Secretary of State for Education (the Department for Education)