



The  
**Leaf Trust**

Unique Primary Schools Growing Together.

# Complaints Policy (v 0.1)

Statutory

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<b>Policy Author:</b>	CEO
<b>Policy Monitored by:</b>	Trust Board

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(This policy supersedes all previous versions of this policy)

## History of Most Recent Policy Changes

<b>Version</b>	<b>Date</b>	<b>Page</b>	<b>Change</b>	<b>Origin of Change</b>
V1.0	<b>9 July 2025</b>	Whole Document	New Policy	Based on Model Policy personalised to The Leaf Trust.

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## Introduction

- 1.1. The aim of this policy is to resolve complaints or concerns about The Leaf Trust, any school within the Trust or any individual connected with the Trust, in a fair, thorough and transparent way. The Trust takes complaints seriously and views them as a chance to learn and improve for the future.
- 1.2. Anyone can make a complaint, but a different process applies depending on whether the person raising the complaint is a parent /carer<sup>1</sup> of a current pupil at a School within the Trust. Please refer to Part A below if you are a parent of a current pupil, otherwise please see Part B.
- 1.3. Please note that complaints about matters where an alternative complaints/ appeal process exists will not be generally dealt with under this policy. These are set out below in Part C.
- 1.4. Requests for reasonable adjustments to the process set out below will be considered to ensure that complainants can access and complete the process.

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<sup>1</sup> References to 'parents' in this policy include carers

## **Part A – Complaints Procedure for parents/carers of current pupils<sup>2</sup>**

### **1. Stage 1 – Informal Resolution**

- 1.1. Any matter of concern or complaint should be raised, and attempted to be resolved, on an informal basis. Generally, it is expected that where the matter relates to a pupil it will have been raised with the pupil's class teacher and/or Headteacher before a request is made to deal with it under the formal stages of this policy.
- 1.2. The concern or complaint should be raised with the School within **3 months** of the incident or, where a series of associated incidents have occurred, within **3 months** of the last of these incidents. Complaints made outside of this time frame may not be considered unless exceptional circumstances apply.
- 1.3. The School will seek to resolve matters at the informal stage within **15** school days<sup>3</sup> of the issue being raised by the parent.
- 1.4. Where the matter is not resolved at the informal stage, it may be elevated to the formal stage 2 as follows.

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<sup>2</sup> Where the complaints process has been started (but not completed) whilst parents/carers have children at the School, but the children have since left, the procedure for current parents should continue to be used.

<sup>3</sup> School days in this policy refers to days when the School is open to pupils for teaching, and does not include INSET days.

## 2. Stage 2 – Formal Resolution : Investigation by a Nominated Individual

- 2.1. Stage 2 complaints must be set out in writing, using the form available at **Appendix 1**, within **10** school days of the Stage 1 response and addressed to the Clerk of the Local Governing Body and the Headteacher (unless the complaint relates to the Headteacher in which case please refer to the section headed '**Complaints against specific role-holders**' below). The complaint should set out briefly the grounds of the complaint, stating what it is that the parent considers should have been done or where the School has not met reasonable expectations and confirming the outcome sought.
- 2.2. An investigation will be carried out by a nominated individual, identified by the Headteacher/Chair of the Local Governing Body, as appropriate, who will acknowledge the complaint within **5** school days and may offer the parent a meeting. The investigator will speak to others involved. Whenever reasonably possible, any meeting with the parent will take place within **15** school days of the written complaint being received.
- 2.3. The investigator will put their findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within **15** school days of any meeting with the parent; if no meeting is arranged, it will be within **25** school days of the written complaint being received.
- 2.4. Where the parent remains dissatisfied, they may request the complaint is escalated to Stage 3.
- 2.5. Where the matter is resolved at Stage 2, the Head will hold a follow-up meeting, in person or by telephone to check on progress with the agreed actions.

### 3. Stage 3 – Formal Resolution: Complaints Panel Meeting

- 3.1. Stage 3 complaints must be set out in writing, stating where the parent remains dissatisfied with the decision and the outcome they are seeking. It must be lodged in writing, via email with the Clerk to the Trustees ([complaints@leaftrust.co.uk](mailto:complaints@leaftrust.co.uk)) within **10** school days of the Stage 2 response being received.
- 3.2. The Clerk to the Trustees will acknowledge the Stage 3 complaint within **10** school days and will convene a Complaints Panel.
- 3.3. The Complaints Panel must comprise at least three people, which will include one person who is independent of the management and running of the School.
- 3.4. The Complaints Panel may include, but is not limited to, one or more persons from the following categories:
  - (i) a member of the Local Governing Body of the School where the complaint emanated from;
  - (ii) a member of a Local Governing Body from another School within the Trust;
  - (iii) a member of the Board of Trustees from the Trust;
  - (iv) a member of a Local Governing Body or Trustee of another Trust; and/or
  - (v) a person not connected with the School or the Trust.
- 3.5. None of the members of the Complaints Panel will have previously been directly involved in the matters detailed in the complaint.
- 3.6. The independent panel member may be a member of a Local Governing Body from another School within the Trust, as long as they have no conflict and no prior knowledge of the complaint.
- 3.7. The Clerk will invite the School to put in writing its response to the Stage 3 complaint within **20** school days of receiving the request. Whether or not the School has responded the Clerk will convene a meeting of the Complaints Panel. That meeting will be held on School premises as quickly as practicable, given the need to find a date that is reasonably convenient for the parent/carer, the School and the members of the Complaints Panel. Whenever possible, the meeting will be held within **15** school days of the end of the School's response time. The meeting date, time and location will be confirmed to all parties at least **5** school days in advance.

- 3.8. The meeting is not a court case, it will be held in private, and will be as informal as circumstances allow. For this reason, electronic recordings of meetings or conversations are not permitted unless a parent's disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before the recording of the meeting takes place. Consent will be recorded in any minutes taken. The parent will have the opportunity to put their reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing. The Complaints Panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded. The parent and the School will have the opportunity to put forward their respective version and views of events and each side, and the Complaints Panel members, will be able to ask questions. The parent will have the opportunity to make final comments to the Complaints Panel.
- 3.9. The Complaints Panel may make findings and recommendations and a copy of those findings and recommendations will be:
- A sent by electronic mail or otherwise provided in writing to the parent and, where relevant, the School or person complained about; and
  - B available for inspection on the School premises by the Trust, the Headteacher
- 3.10. The Complaints Panel will formulate its response as quickly as reasonably possible, aiming to do so within **10** school days, and the Clerk will notify all concerned.
- 3.11. At any meeting, the parent will be entitled to bring a companion along to provide support. Legal representation will only be permitted in exceptional circumstances.
- 3.12. If the parent fails to attend the Complaints Panel Meeting on the day without compelling reasons, the Complaints Panel will still proceed in their absence and the process will continue to its conclusion. Any further attempt to re-open the matter will be considered as falling under the "Serial or persistent complainants" section as set below.

#### **4. Department for Education**

- 4.1. Once the complaints process is concluded (or a complaint has been terminated due to undue delay or failure to lodge a request for a Stage 3 Complaints Panel Meeting within the time stated in the policy) the matter is

closed. If the Complainant is still not satisfied then they may contact the Department for Education (DfE). There is an online procedure at:

<https://www.gov.uk/complain-to-dfe>

4.2. The Complainant may also write to the DfE at:

Ministerial and Public Communication Division  
Department for Education  
2nd Floor, Piccadilly Gate  
Manchester M1 2WD

## 5. Complaints against specific role-holders

5.1. Complaints against the Headteacher – Any complaint relating to the Headteacher of a school must be raised in the first instance with the Trust’s Leadership Team, who will, if an informal resolution cannot be reached, either investigate or designate a member of the Local Governing Body to investigate the complaint as per **Stage 2**. ([complaints@leaftrust.co.uk](mailto:complaints@leaftrust.co.uk) )

5.2. Complaints against the Local Governing Body – Where a complaint is brought against a member of the Local Governing Body, it should be raised with the Chair of the Local Governing Body, who will investigate the complaint (or appoint another member of the Local Governing Body to do so) in the same way as in the first stage of the formal process at **Stage 2**.

If the complaint is against the Chair of the Local Governing Body, then the Vice Chair of the Local Governing Body will investigate the complaint (or appoint another member of the Local Governing Body to do so) in the same way as in the first stage of the formal process at **Stage 2**.

In exceptional circumstances the Chair of Trustees may at their absolute discretion determine that a complaint against a member of the Local Governing Body should be dealt with at Trust Board level and if so determined, the Chair of Trustees will oversee **Stage 2**.

5.3. Complaints against individual Trustees/the Board of Trustees – If the complaint is against a Trustee, then it should be raised with the Chair of Trustees by writing to the Clerk to the Board of Trustees. In the case of a complaint against either the Chair or the Board of Trustees as a whole, then it

should be put in writing to the Clerk to the Board of Trustees who will refer it to the Members.

In such cases the Chair of Trustees and/or the Members will investigate the complaint or appoint an appropriate person to do so in the same way as in the first stage of the formal process at **Stage 2**.

Where the complaint moves to **Stage 3** the Chair of Trustees/the Members (as applicable) will determine how the Complaint Panel is to be constituted, but will ensure that at least one person is independent from the management and running of the Trust.

- 5.4. Complaints against the Chief Executive Officer or other Trust office staff – If the complaint is against a member of Trust staff, then it should be raised with the Chief Executive Officer, (or in the case of a complaint against the Chief Executive Officer, the Chair of Trustees) who will investigate the complaint (or appoint another member of the Board of Trustees to do so) in the same way as the first stage of the formal process at **Stage 2**.
- 5.5. Where a complaint relates to a specific individual, we are aware that this could be a stressful time for that person and so we would ensure that they are supported throughout the process.

## **Part B – Complaints raised by those who are not parents / carers of current pupils**

6. Complaints made by those who are not parents of current pupils, which includes complaints made by parents of former pupils after they have left the school, will be dealt with as follows:
  - 6.1. Complainants should first attempt to address their complaint to the relevant School or the Trust (as appropriate) informally by raising the matter with a relevant member of School or Trust staff, within **3** months of the incident or, where a series of associated incidents have occurred, within **3** months of the last of these incidents. The Academy/Trust (depending on the nature of the complaint) will seek to resolve the matter informally within **15** school days.
  - 6.2. If it is not possible to resolve the matter informally, the complaint may be submitted in writing, using the form available at **Appendix 1**, to the Leadership Team, or where the complaint relates to a member of the Leadership Team, to the Chair of Trustees (email [complaints@leaftrust.co.uk](mailto:complaints@leaftrust.co.uk))
  - 6.3. The complaint will be acknowledged within **5** school days and a final written response will be issued within **15** school days.
  - 6.4. The general provisions set out below in Part C below apply.

## **Part C – General provisions**

### **7. Complaints that will not be considered under this policy**

- 7.1. Usually complaints relating to the matters set out in the table below will not be considered under this policy as they have their own appeal or complaint processes. Where necessary the Trust will exercise its discretion.
- 7.2. Complaints may be raised under this policy about staff conduct, however any action taken under the Trust's internal disciplinary procedures is confidential and complainants will not be provided with information about this.

Matter	Route for raising concern / complaining
<b>Admissions</b>	Admissions Appeal – see Admissions Policy and Statutory Admissions Appeal Code, or complaint to DfE
<b>Exclusions and Suspensions</b>	Statutory review process – see Suspension and Exclusions Policy
<b>Statutory SEN assessments</b>	<a href="#">SEND Tribunal</a> (and see SEN Code of Practice)
<b>Matters likely to require child protection investigation</b>	Raise with Designated Safeguarding Lead or a direct referral can be made to the Multi-Agency Safeguarding Hub (MASH) and/or Local Authority Designated Officer (LADO) <b>Bristol City Council contact LADO Contact Information</b> <b>Email: <a href="mailto:LADO@bristol.gov.uk">LADO@bristol.gov.uk</a></b> <b>Telephone: 0117 903 7795</b> <b>South Gloucestershire Council contact – 01454 868508 <a href="mailto:LADO@southglos.gov.uk">LADO@southglos.gov.uk</a></b> – see Child Protection & Safeguarding Policy
<b>Data protection / FOIA</b>	<a href="#">Raise with Data Protection Officer (DPO) at <a href="mailto:enquiries@leaftrust.co.uk">enquiries@leaftrust.co.uk</a> in the first instance – see <a href="#">Data Protection Policy</a>, <a href="#">Freedom of Information and Environmental Information Policy</a>, <a href="#">Subject Access Request Policy</a>, <a href="#">Privacy Notice for Pupils</a>, <a href="#">Privacy Notice for Parents &amp; Carers</a>. Complaints may also be raised with the <a href="#">Information Commissioner’s Office</a> but we ask that you try to resolve these via the DPO first.</a>
<b>Staff Grievances and Disciplinary matters<sup>4</sup></b>	Staff Grievance & Disciplinary Policy
<b>Whistleblowing</b>	Whistleblowing Policy
<b>Third party contractors / suppliers</b>	Third party complaints process

<sup>4</sup> Note that where complaints relate to staff conduct, these may be dealt with under both this Complaints Policy and the Staff Grievance & Disciplinary Policy. In such circumstances complainants will not be informed of the outcome of any Staff disciplinary investigation or processes.

## **8. Complaints Relating to Fulfilment of the Early Years Foundation Stage (Nursery & Reception) Requirements**

8.1. In order to comply with the statutory framework, written concerns or complaints relating to the fulfilment of the EYFS Requirements will be dealt with in accordance with the following process:

- (i) The written concern/complaint will be acknowledged within **5** school days;
- (ii) The Headteacher will investigate the concern or complaint which may include meeting with the Complainant and the class teacher. A written response notifying the Complainant of the outcome of the investigation will be sent within **28** school days of the complaint being received.
- (iii) Where the Complainant remains dissatisfied, the Clerk to the Trustees will ensure that a formal Complaints Panel will be convened in accordance with Stage 3 of this policy.

8.2. A record of the written complaints and their outcome will be maintained and made available to Ofsted on request.

8.3. Parents are further advised that where they have concerns regarding the Trust meeting EYFS requirements they may contact Ofsted on 0300 123 4666.

## **9. Complaints received outside of term time**

The School/Trust (as appropriate) will consider complaints made outside of term time to have been received on the first school day after the holiday period.

## **10. Withdrawal of a Complaint**

If a Complainant wants to withdraw their complaint, they will be asked to confirm the withdrawal in writing.

## **11. Record keeping and confidentiality**

11.1 A written record will be kept of all complaints that reach the formal stage, whether they are resolved following Stage 2, or proceed to a panel hearing (Stage 3) and any action taken by the school as a result (regardless of whether they are upheld). Complaint records will be maintained securely and in line with the data protection and retention policy by the Headteacher and/or Clerk to the Trust. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection requests access to them.

- 11.2 The Complainant should also keep all correspondence, statements and records relating to their complaint confidential, and should not disclose (by way of electronic communication, social media or otherwise) any information or documents relating to their complaint.

## **12. Anonymous Complaints**

Where an anonymous complaint is received, the School/Trust will use its reasonable endeavours to consider the complaint as best as it reasonably can. However the School/Trust will not be required to consider the complaint pursuant to any specific process and will handle anonymous complaints on a case by case basis.

## **13. Complaint Campaigns**

13.1 Where the School/Trust receives a number of complaints all based on the same subject which in its reasonable opinion may be deemed a 'complaint campaign' it will deal with the complaints in the following way : individual responses will not be sent to complainants in such cases. Instead, either a template response will be sent to all complainants or a single response will be published on the School/Trust's website at the discretion of the Headteacher/Chair of Trustees.

13.2 Where the complaint campaign involves complainants who are parents they will be entitled to escalate the complaint to a panel hearing if they are dissatisfied with the School/Trust's response. The School/Trust will consider how best to manage panel hearings in such circumstances.

## **14. Serial or persistent complainants**

If at any level a Complainant or connected party attempts to reopen an issue or a closely related issue that has already been dealt with under this Complaints Policy, the Chair of Trustees may write to the Complainant to inform them that the procedure has been exhausted, the matter is closed and that the Trust will therefore not respond to any further correspondence on this issue or a closely related issue.

## **15. Vexatious complaints**

15.1. Complaints with the following characteristics may be deemed to be vexatious:

- obsessive, persistent, harassing, prolific, repetitious;
- insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason;
- insistence upon pursuing meritorious complaints in an unreasonable manner;
- complaints which are designed to cause disruption or annoyance;
- demands for redress that lack any serious purpose or value.

15.2. In such cases, the Chair of Trustees may write to the Complainant to inform them that the complaint is deemed to be vexatious and that the Trust will not respond to any further correspondence on this issue or a closely related issue.

## **16. Legal Proceedings**

If a Complainant threatens or commences legal action against the School/Trust (including the issuing of a letter before claim) in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

## Appendix 1 – The Leaf Trust Complaints Form

This form should be used to raise a formal complaint only after a matter has been raised informally under either Part A or Part B of the Complaints Policy and you are not satisfied with the response. Please refer to the Complaints Policy when completing this form.

<b>Your details</b>	
<b>Name</b>	
<b>Email</b>	
<b>Address</b>	
<b>Name of pupil, year group and your relationship to them (if applicable)</b>	
<b>Complaint details</b>	
<b>School name (if complaint relates to a specific School)</b>	
<b>Grounds of complaint</b>	
<b>What steps have been taken to resolve the complaint informally (including details of who the matter was raised with, when and what solution was offered)</b>	

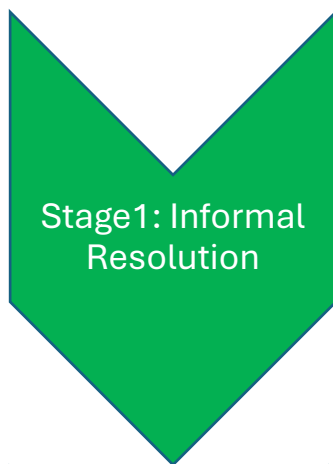
<p><b>Why have the steps taken so far failed to resolve the complaint?</b></p> <p><i>(including what you consider should have been done / where the School or Trust has not met reasonable expectations in its response)</i></p>	
<p><b>Outcome sought</b></p>	
<p><b>What action would you like taken to resolve the matter?</b></p>	

Signed ..... Date .....

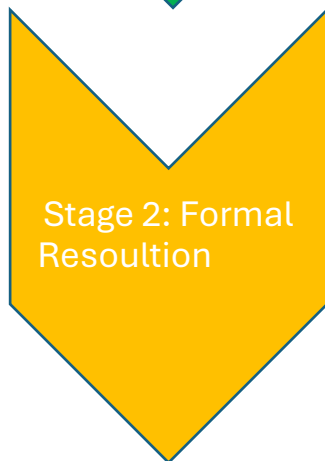
Please send completed forms to your school’s general enquiries email address or hand in to the school office in a sealed envelope marked for the attention of the relevant addressee (*generally this will be the Headteacher for complaints about a specific School or the Clerk to the Trustees for complaints about the Trust, however please refer to the Complaints Policy and in particular paragraph 5, complaints about specific role-holders, for further information*).

In the case of stage 3 complaints send completed form to [complaints@leaftrust.co.uk](mailto:complaints@leaftrust.co.uk)

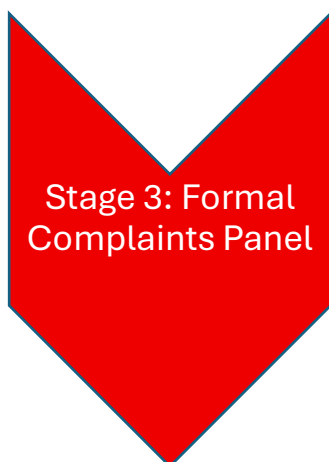
## APPENDIX B – PROCESS FLOWCHART



- Concern raised with relevant teacher/Head;
- Resolve quickly and amicably without escalation;
- Outcome documented if applicable;
- If no resolution, escalate to stage 2.



- Written complaint submitted in line with policy guidelines to local governing body;
- Acknowledgement sent in line with policy guidelines;
- Investigation conducted within identified timescales;
- Formal response issued and resolution recorded;
- If no resolution, escalate to stage 3.



- Written complaint submitted in line with policy guidelines to Clerk to Board of Trustees - [complaints@leaftrust.co.uk](mailto:complaints@leaftrust.co.uk) ;
- Independent panel convened to review the complaint;
- Panel review all documentation and may convene a meeting to investigate further;
- Final decision communicated to all parties;
- Outcome recorded and any necessary follow up action initiated.

If the Complainant is still not satisfied then they may contact the Department for Education (DfE). There is an online procedure at <https://www.gov.uk/complain-to-dfe>

## **Appendix C – Parent and Visitor Code of Conduct**

This code of conduct forms part of the Complaints Policy and should be issued to any complainants as part of the notification of a panel hearing.

### **1. Introduction**

1.1 The Leaf Trust (“the Trust”) has a duty of care for its staff and students to ensure their safety and well-being. This code of conduct outlines the types of behaviour that are deemed unacceptable by the Trust and what sanctions may be imposed as a result of behaviour that breaches this Code of Conduct.

1.2 The Trust and its schools, believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. Behaviour from parents, visitors or community users that impacts that environment is contrary to the aims of the Trust.

### **2. Who does this code of conduct apply to?**

2.1 It applies to all parents/carers of students who attend a Trust school, as well as other visitors to a Trust school, and users of any community facilities, where appropriate.

2.2 This code of conduct covers any incidents committed:

- On any part of the school site including in any school buildings.
- When communicating with the school by phone, email, text etc.
- When using social media and making any reference to the Trust or its school(s).
- In any other setting which, in the reasonable opinion of the CEO, Chair of Trustees, Headteacher or Chair of Governors, should be regulated by this code of conduct.

### **3. Unacceptable Behaviour**

3.1 The following types of behaviour are considered serious and unacceptable and will not be tolerated towards any member of our school community. This is especially important throughout the complaints process.

This is not an exhaustive list but seeks to provide illustrations of such inappropriate behaviour:

- Shouting or raising your voice, either in person or over the telephone or otherwise speaking/acting in an aggressive or threatening manner, including hand gestures/exaggerated movements.
- Inappropriate posting on social networking sites which are abusive, derogatory or otherwise inappropriate in the reasonable view of the school/Trust.
- Threatening violence or acting violently, including damage to property or injury to individuals.
- Being physically intimidating, e.g. standing very close.
- Swearing.
- Spitting.
- Behaving in a way which makes others feel distressed, humiliated, threatened or otherwise uncomfortable.
- Frequent, unwarranted and/or unnecessary correspondence or telephone calls which are hindering the proper running of the school/Trust.
- Making deliberately false, malicious or vexatious accusations.
- Consumption of alcohol or use of illegal drugs on the school site, or accessing the school site whilst intoxicated or otherwise under the influence of such substances.
- Approaching and shouting at pupils or other parents on the school site under any circumstances.
- Targeting a specific member of staff whilst on the school premises or offsite.