

# COMPLAINTS POLICY



**Resilience  
Multi Academy  
Trust**

<b>Summary</b>	Complaints Policy		
<b>Responsible Person/Author:</b>	Head of Governance		
<b>Applies to:</b> (please circle/delete as appropriate)	<b>Staff</b> <input checked="" type="checkbox"/>	<b>Student</b> <input checked="" type="checkbox"/>	<b>Community</b> <input checked="" type="checkbox"/>
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### Document Control

Date	Version	Action	Amendments
29.07.25	9	Policy amended	<p>Para 1 – addition of Southway school</p> <p>Para 2 – added ‘complaints from registered students should be raised by their parents/carers’.</p> <p>Para 9 onwards – added reference to Southway and Directors of Southway, as appropriate</p> <p>Para 13 – adding ‘for communication to always remain calm’</p> <p>Para 14 &amp; 17 – merging and rewording to be more succinct</p> <p>Para 28 – added ‘ask them to confirm in writing’</p> <p>Para 32 – added ‘Parents are encouraged to make their concerns known at the earliest opportunity so they can be addressed’.</p> <p>Part 1: Stage 1 – removed separate section re. concerns on SEND provision and incorporated into rest of Stage 1.</p> <p>Stage 2 – added reference to this being in writing and narrative reduced</p> <p>Stage 3 – additional narrative, clarification of processes and defined procedures</p> <p>Stage 4 – rewording to accommodate updated DfE guidance</p> <p>Para 73 – added ‘ensure that the Complainant is fully updated at each stage of the procedure’.</p> <p>Roles &amp; responsibilities under Part 1 – rewording for clarity</p> <p>Part 3 – added reference to ‘repetitious behaviour’ and the pursuit of complaints in an unreasonable manner</p> <p>Contacts – addition of Churwell Primary and updated details for DfE</p> <p>Appendix 1 – addition of Data Protection and FOI matters, Trustee/LRB grievances, UTC admissions and Staff grievances being changed to Staff Conduct.</p> <p>Appendix 4 – additional references to linked documents</p>

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## Introduction

1. Resilience Multi Academy Trust (“RMAT”) recognises that on occasions parents/carers, students or members of the public may need to raise a concern or complaint about RMAT, one of its Academies, or Southway school. RMAT takes all concerns and complaints seriously and is committed to seek to resolve any matter raised in a positive way and make any identified improvements.
2. This complaints policy and procedure is not limited to parents or carers of children who are registered at one of the academies within RMAT, or Southway. Any person may make a complaint to an individual academy within RMAT, to Southway, or RMAT itself; or about any provision of facilities or services that RMAT provides. Part 1 of this policy outlines how parents/carers of registered students currently attending RMAT academies or Southway may raise a concern or complaint. Concerns or complaints from other persons are dealt with in accordance with Part 2 of this policy. Complaints from registered students should be raised by their parents/carers.

## Aims and application of this policy.

3. The aims of the policy are to deal with complaints and concerns about an academy, Southway, RMAT or any individual connected with it, by following the correct procedure thoroughly; and in an open, honest, and fair manner.
4. This procedure **does not apply** to concerns and complaints relating **to the matters listed in Appendix 1**.
5. Anonymous concerns or complaints will not normally be investigated under this procedure. The Head of Governance or the Chief Executive (as appropriate), will determine whether there are exceptional circumstances to justify investigating the issues raised.
6. In this procedure:
  - ‘complaint’ means an expression of dissatisfaction however made, about actions taken or a lack of action.
  - ‘concern’ means an expression of worry or doubt over an issue considered to be important for which reassurances are sought.
  - ‘meeting’ and ‘hearing’ means an in person or virtual meeting or hearing (i.e., telephone or video conference where all parties can participate verbally), virtual meetings/hearings will only be held if all parties have access to appropriate equipment to attend and are happy to do so.
  - ‘parent’ means a biological parent, carer, or anyone who has parental responsibility or care for a child.
  - ‘school days’ excludes weekends and academy/school holidays and periods of partial or total academy/school closure.
7. The periods referred to in this policy are our usual time limits and RMAT will seek to adhere to these time limits where possible.
8. Reasonable adjustments will be made to this procedure where required to ensure that all Complainants can access and complete this complaints procedure. For example, providing information in alternative formats, assisting Complainants in raising a formal complaint or holding meetings in accessible locations.

### Publication of this Policy

9. This policy will be brought to the attention of all Trustees, Local Review Boards (“LRBs”), the Principal of each Academy and Southway, and the Directors of Southway. The policy will be available on RMAT’s, Southway’s and Academy websites, and be available to all parents and carers, students, members of the public and staff. Following any further review of the policy resulting in an updated version being adopted by the Trust, staff and stakeholders will be advised by email where they may access it and advised whether they are required to provide confirmation that they have read the document.
10. Guidance on any aspect of this policy can be obtained from the Head of Governance whose email address is [jparker@rmat.uk](mailto:jparker@rmat.uk).

### Responsibility for this Policy

11. RMAT has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory or Trust framework. RMAT has delegated day to day responsibility for operating the policy to the Trust Executive, the Local Review Boards, and the Principal at each Academy and Southway.
12. The Local Review Board, Southway Directors, Principal, and any Investigating Officer appointed by the Principal at each Academy and Southway, has a specific responsibility to ensure the fair application of this policy and all members of staff are responsible for supporting colleagues and ensuring its success.

### Key Principles

13. RMAT acknowledges that raising concerns or complaints can be a difficult, emotional, and stressful time, particularly for parents and carers. We expect our staff to always be respectful and courteous when dealing with Complainants. We also expect Complainants to treat our staff with the same respect and courtesy, and for communication to always remain calm.
14. We will not accept abusive and threatening behaviour towards our staff from anybody at any time. The procedure under Part 3 will only be used on rare occasions to deal with repetitious and/or vexatious complaints or complaints pursued in an otherwise unreasonable manner.
15. RMAT expects all Complainants to make reasonable attempts to seek an informal resolution. This will usually be the most effective way to swiftly resolve any concerns
16. RMAT encourages parents and others to approach the academy with any concerns and refrain from airing concerns about the academy and its staff on social media. Posting negative comments on social media can cause damage and upset and is often counter-productive to a student’s education.
17. To investigate your complaint properly and fairly, we have implemented a staged approach. We anticipate that all complaints that arise will be resolved at Stage 1 or Stage 2 outlined below.
18. Concerns or complaints should be brought to RMAT’s, Southway’s, or the Academy’s attention as soon as possible. Any matter raised more than 3 months after the incident being complained of (or, where a series of associated incidents have occurred, within 3 calendar months of the last of these incidents) will not be considered unless the Principal or Head of Governance accepts that there are exceptional circumstances to justify accepting the complaint out of time.

19. Where a complaint is received outside of term time, we will consider it to have been received on the first school day following the holiday period.
20. On rare occasions an academy, Southway or RMat may receive complaints from several individuals relating to the same issue. To deal with these complaints efficiently the academy, Southway or RMat will follow the procedure set out in Part 4.
21. If it becomes necessary to alter the time limits and deadlines set out within this procedure, Complainants will be advised accordingly and given an explanation as to why this has been the case and provided with revised timescales. If other bodies are investigating aspects of the complaint, for example the police, local authority safeguarding teams, or tribunals/courts; this may impact our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.
22. Where a complaint is raised but we do not have clarity from the Complainant on the issues and/or desired outcomes, we will inform the Complainant what information we need to progress the complaint and pause this procedure until reasonable clarity is achieved.
23. Where a Complainant seeks an unreasonable outcome to the complaint, we will inform the Complainant of this and indicate if they wish to pursue this outcome, we will not be able to deal with the matter under the complaints process. Unreasonable outcomes may include:
  - Seeking dismissal of staff or exclusion of a student which would not be proportionate with RMat's disciplinary or behaviour policies.
  - Unlimited compensation
  - Unilateral demands which the Academy cannot accommodate.
  - Retroactive changes
  - Immediate resolution
24. Complainants should not approach individual LRB members (governors) or trustees to raise concerns or complaints. They have no power to act on an individual basis, and it may prevent them from considering complaints at later stages.
25. If a Complainant commences legal action against RMat in relation to their complaint, we will consider whether it would be appropriate to suspend the complaints procedure until those legal proceedings have concluded.
26. If a Complainant wishes to withdraw their complaint, we will ask them to confirm this in writing and will acknowledge the same in writing.
27. Contact with the Head of Governance, when required within this Policy, can be made via [jparker@rmat.uk](mailto:jparker@rmat.uk). Any complaint incorrectly directed to the Head of Governance when it is not appropriate will be redirected to the Principal of the appropriate Academy or Southway.

### **Records of Complaints**

28. A record will be kept of all written formal complaints, including at what stage they were resolved, and what action was taken as a result of the complaints, regardless of whether they were upheld or not. Correspondence, statements, and records relating to individual complaints will be kept confidential except where:
  - access is requested by the Secretary of State.

- disclosure is required in the course of an academy/Southway inspection.
  - an individual has a legal right to access their own personal data contained within such documentation; or
  - under other legal authority.
29. Findings and recommendations from complaints are made available to the Head of Governance to monitor implementation and the Academy Principal to implement them. They may also be shared across the wider trust to improve our systems and processes.

## **Part 1: Complaints procedure for parents**

### **Stage 1: Informal Concerns**

30. The desire of RMA is for concerns to be resolved quickly and informally through discussion, clarification, explanation, or provision of further information or by acknowledgement of an issue and an apology. Parents are encouraged to make their concerns known at the earliest opportunity so they can be addressed.
31. An informal concern can be raised in person, by e-mail, or by telephone. Concerns may also be raised by a third party acting on behalf of a parent if they have appropriate authority to do so. Most enquiries and concerns can be dealt with satisfactorily by the head of year or other members of staff without the need to resort to the formal procedure. We value informal meetings and discussions and encourage parents to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding.
32. It is always helpful if you can fully explain the nature of the concern and identify the outcome you are looking for. Where appropriate, you may be invited to an informal meeting with the member of staff most appropriate for dealing with that concern. The member of staff dealing with the concern will make sure that you are clear on what action (if any) has been agreed. This may be put in writing if appropriate.
33. If the matter is brought to the attention of the Principal, they may decide to deal with your concerns directly at this stage. If the concerns are about the Principal these should be referred directly to the Head of Governance under Stage 2.
34. The academy/school will respect the views of a parent who indicates that they would have difficulty discussing a concern with a particular member of staff. In this case, the Principal will refer the parent to another designated member of staff. Similarly, if the member of staff directly involved in the circumstances leading to the concern feels the same, the Principal may consider referring the parent to another member of staff.
35. If a member of staff is directly involved in the circumstances leading to the concern, or the informal complaint directly relates to a particular member of staff (“the complaine”), this will be shared with them, without disclosing details not relevant to the informal complaint, giving them the opportunity to share their perspective.
36. Where parents have a concern about the Special Educational Needs and Disability (“SEND”) provision being made, they should initially contact their child's Head of Year, who will try and resolve the issue.

37. If this does not resolve the issue, then a formal complaint should be raised, relating to the support provided for student(s) with SEND, following the procedure outlined below
38. Staff members should log all informal concerns in line with their academy/school procedure and inform the Principal of any serious concerns.
39. There is no suggested timescale for resolution at this stage given the importance of informal discussion, although it would be expected that most issues will be resolved within 15 school days. Where no satisfactory solution has been found, you will be advised that if you wish your concerns to be considered further you should write to the Principal under Stage 2 of this procedure within 15 school days.
40. If relevant, the complaineer will also be updated on the outcome of Stage 1.

### **Stage 2: Formal Written Complaint**

41. If your concerns are not resolved under Stage 1, you are entitled to put your complaint in writing and send this to the Principal of the relevant academy or Southway; or the relevant member of Trust staff. Please use 'complaint' as the subject of your email or mark it clearly as a heading on your letter. This will ensure that your correspondence gets the priority it deserves from a large volume of communications the academy/Southway/RMAT receives each day.
42. It is very important that you describe your complaint thoroughly, and include a clear statement of the actions that you would like us to take to resolve your complaint. We strongly encourage you to use the Complaint Form provided at Appendix 3 of this procedure. If you require help in completing the form, please contact the academy/Southway/RMAT office. You can also ask third party organisations like the Citizens Advice to help you. In all cases your written complaint must include:
  - The nature of the complaint.
  - Details of how the matter has been dealt with so far.
  - The names of potential witnesses, dates and times of events, and copies of any relevant documents
  - A clear statement of the actions that you would like RMAT to take to resolve the complaint.
43. Once received, the Principal/Trust colleague, should immediately forward a copy of the Complaint to the Head of Governance who will oversee the progress of the complaint and provide advice and guidance as needed.
44. The Academy/Southway/RMAT will normally acknowledge receipt of the complaint in writing within 5 school days and pass the complaint to a nominated senior member of staff ("the investigating officer"), as appropriate for investigation. The acknowledgement of receipt of the complaint will identify the investigating officer, give a brief explanation of RMAT's complaint procedure and a target date for providing a response to the complaint which will usually be 15 school days of receipt of the complaint.
45. The investigating officer will be a senior member of staff who has had no prior involvement with the complaint. This is to enable detachment and independence from the complaint.
46. If appropriate, the Principal (or someone appointed by them)/Trust colleague may invite the Complainant to a meeting to clarify their complaint and to explore resolutions. If the Complainant accepts that invitation, they may be accompanied by one other person, such as a friend, relative

or interpreter, to assist them. Where possible, this meeting will take place within 10 school days of receipt of the written complaint.

47. If necessary, witnesses will be interviewed, and statements taken from those involved. If the complaint centres on a student, the student will usually be interviewed. Students will normally be interviewed with their parent present, but if this would seriously delay the investigation of a serious or urgent complaint or if the student has specifically said that they would prefer that their parents were not involved, another member of staff with whom the student feels comfortable will be present.
48. If the matter includes a complaint relating to a member of staff, the member of staff will have the opportunity to respond to the complaint.
49. Once the relevant facts have been established as far as possible, the Complainant will be provided with a written response to the complaint, including an explanation of the decision and the reasons for it. This will include what action will be taken to resolve the complaint (if any). The Complainant will be advised that if they are dissatisfied with the outcome of the complaint, they may request that the complaint be heard by a Complaints Committee under Stage 3 of this procedure.
50. If relevant, the complainee will also be informed of the Stage 2 outcome.
51. RMAT may engage an independent, external person to conduct the investigation into the Stage 2 complaint or to review the investigation and response at Stage 2. This may be appropriate where the complaint is particularly complex or involves legal issues. RMAT may also ask a senior member of Trust staff to review the investigation and response at Stage 2.
52. The written response must include that if the Complainant is dissatisfied, they may refer the matter for referral to a complaints panel. The Complainant should contact the Head of Governance in writing clearly stating their reasons for requesting a review. The request must set out clearly the reasons why the Complainant is dissatisfied with the response and may include any evidence to support their reasons. A request for a Complaints Committee to be convened must be received within 15 school days of the Complainant receiving the Stage 2 outcome.

**Stage 2: Formal complaint against a Principal, or the Principal has already considered the complaint under Stage 1, or the complaint is about a member of the Trust Central Services Team, or the Trust**

53. In these cases, the complaint should be sent to the Head of Governance whose postal address is:

Resilience Multi Academy Trust  
Featherstone Academy  
Pontefract Road  
Featherstone  
Pontefract  
West Yorkshire  
WF7 5AJ

E-mail: [jparker@rmat.uk](mailto:jparker@rmat.uk)

## Stage 2: Formal Complaints against a member of an Academy LRB, the Chair of the LRB, a director of Southway, the Southway Chair, the Chief Executive, an Academy Local Review Board, a Member of the Trust, a Trustee, or the Trust as a whole

54. In these cases, the complaint should be sent to the Head of Governance at the contact details above. Please mark it as private and confidential. Arrangements will be made for the complaint to be investigated.

## Stage 2: Formal Complaints against the Head of Governance

55. In this case, the complaint should be sent to the Chief Executive either at the postal address above or via email: [contact@resiliencemat.uk](mailto:contact@resiliencemat.uk). Please mark it as private and confidential. Arrangements will be made for the complaint to be investigated.

## Stage 3: Referral to the Complaints Committee

56. If the Complainant is not satisfied with the decision under Stage 2, they may request that the complaint be considered by a Complaints Committee. The Complaints Committee will principally consider how the complaint was handled at the previous stages but has discretion to review other aspects of the complaint as it sees fit. The role of **the panel is not to conduct a further investigation** of the complaint.
57. A request for a Complaints Committee to be convened must be in writing and addressed to the Head of Governance within 15 school days of receiving notice of the outcome of Stage 2. Requests received outside of this timeframe will only be considered if exceptional circumstances apply. The request must set out clearly the reasons why the Complainant is dissatisfied with the response, include copies of all relevant documents and state the outcome being sought.
58. Your written request will be acknowledged within five school days of receipt.
59. The Complaints Committee will usually comprise of :
- **If the complaint is made about an Academy/Southway, or colleagues working therein** – 2 members of the Academy’s LRB/Southway Directors, who have no prior knowledge of the complaint, and an independent member. The Head of Governance will support the selection of the independent member. This might be a LRB member from another Academy in RMAT, a Governor from another school or college, or an educational professional.
  - **If the complaint is about a Southway Director, or Academy LRB Member, including the Chairs of the boards** – 2 Trustees and an independent member. The Head of Governance will support the selection of the independent member.
  - **If the complaint is about a Principal, RMAT central services colleague, or the Trust** – the Chief Executive, Chair of Trustees and an independent member.
  - **If the complaint is about the Chief Executive, or an Academy LRB** – the Chair of the Trust Board and two independent panel members,.
  - **If the complaint is about a Trustee** – the Chief Executive, Chief Operating Officer and one independent panel member.
  - **If the complaint is about the Chair of the Trust Board** – the longest serving trustee and two independent panel members.

60. Every effort will be made to enable the hearing to take place within 20 school days of the receipt of your request. As soon as reasonably practicable, and in any event at least five school days before the hearing, you will be sent written notification of the date, time and place of the hearing, together with brief details of the committee members who will be present. Fair consideration will be given to any objection to a particular member of the Complaints Committee.
61. If the Complainant believes that a proposed member of the panel is biased, they should raise the same with the Head of Governance as soon as possible. They should submit evidence of the bias in support of the suggestion. RMAT colleagues, and members of Trust Governance, with no prior exposure to the complaint will usually be considered not to be bias unless evidence is shown to the contrary.
62. New allegations that have not been raised at Stage 2 may not be raised at this point. New evidence which was not provided before the completion of the Stage 2 investigation will not normally be considered. The chair of the independent panel shall have discretion to permit further evidence if it is relevant to the matters to be considered as part of the review.
63. The role of the panel is not to conduct a further investigation of the complaint. The panel's role is to consider the procedural fairness of the investigation undertaken at Stage 2 and the determination made. To attempt to reconcile the parties where possible and to put right things that may have gone wrong.
64. The Clerk to the LRB or the Head of Governance will convene the Independent Panel Hearing and appoint the Chair of the Committee. The hearing will be held as quickly as practicable given the need to find a date that is convenient for the Complainant, the Academy/Southway/RMAT, and the members of the Panel.
65. The Complainant must engage with the Clerk in providing details of convenient school days for attendance. In the absence of engagement, or where a Complainant refuses or is unable to attend a meeting, and reasonable attempt has been made to accommodate them, the meeting may proceed in their absence and reach a conclusion in the interests of drawing the complaint to a close.
66. The following are entitled to attend the Panel Hearing, submit written representations and relevant documents, and address the panel:
  - The Complainant(s) accompanied if they so wish by a friend, relative or other third party.
  - The Principal of the Academy/Southway, or an RMAT member of staff, accompanied if they so wish by a colleague. The colleague may include any investigating or review officer.
  - The Trust's Head of Governance to address any procedural questions which may arise. If the Head of Governance is not in attendance, they may be contacted by the Chair of the Panel or the Clerk to the Local Review Board during the hearing to address any procedural questions.
  - Any other interested person who the Panel considers having a reasonable and just interest in the hearing and whose contribution would assist the Panel in their decision making.
67. You have the right to be accompanied to the hearing by a friend, relative or interpreter. You should notify the Clerk in advance if you intend to bring anyone to the hearing. We do not encourage either party to bring legal representatives to the Complaints Committee hearing. Representatives from the media are not permitted to attend. The Complaints Committee itself may take legal advice and/or be supported by a legal advisor at the hearing on matters of law and procedure.

68. Any written representations/relevant documentation for consideration by the Panel and the names of any representatives attending the hearing, should be sent to the Head of Governance at least 8 school days prior to the hearing. Any submissions or documents not submitted in accordance with this timescale will not be considered unless the panel in their absolute discretion, believes it is just to accept them.
69. If, despite best efforts, it is not possible to find a mutually convenient date and time for a hearing within a reasonable timeframe, the Head of Governance may determine that the hearing proceeds on the basis of written submissions from both parties.
70. A copy of the complaint and any other documents provided by you in support of your complaint, or by the academy representative in defence of the complaint, will be provided to the Complaints Committee as soon as practicable upon receipt. Copies of these documents shall also be provided to you or academy/Southway/RMAT representatives (as applicable) at least five school days before the hearing. The Complaints Committee reserves the right not to consider any documentation presented by either party less than five school days prior to the hearing. The Complaints Committee is under no obligation to hear oral evidence from those other than the parties (e.g. witnesses) but may do so and/or may take written statements into account. The Complaints Committee will not accept recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.
71. The hearing will be conducted to ensure that each party can address the Complaints Committee. The procedure to be followed during the hearing will be explained to the parties by letter in advance of the hearing. The Clerk will ensure that sufficient notes are taken to record an accurate reflection of the points considered and any decisions taken, or actions agreed. Electronic recordings of the hearing will not normally be permitted and, in any event, would require the consent of all those present.
72. Unless otherwise stated, the procedure for the Stage 3 hearing is as follows:
- the parent and academy/Southway/RMAT representative will enter the hearing together.
  - the Chair of the Committee will introduce the committee members and outline the process.
  - the parent will explain the complaint.
  - the academy/Southway/RMAT representative and committee members will question the parent.
  - the academy/Southway/RMAT representative will explain the academy/trust's actions.
  - the parent and the committee members will question the academy/Southway/RMAT representative.
  - the parent will sum up their complaint.
  - the academy/Southway/RMAT representative will sum up the academy/school/trust's actions.
  - the Chair of the Committee will explain that both parties will hear from the committee within five school days.
  - both parties will leave together while the committee decides.
  - the Clerk, and any legal advisor assisting the committee (if applicable), will stay to assist the committee with its decision making.
73. The Clerk and/or Complaints Committee reserves the right to modify the above procedure at their sole discretion, for example requiring the parent and the academy representative to present their complaint/actions separately to the Complaints Committee in the absence of the other party.

74. If the Complainant has not arrived by the start of the Complaints Committee, the Clerk will attempt to contact the Complainant via telephone to ascertain if they are delayed, have chosen not to attend, or wish to withdraw their complaint. If the Clerk is unable to speak with the Complainant, or if the Complainant confirms that they have chosen not to attend, the hearing will proceed in the Complainant's absence 15 minutes after the scheduled start time. Findings and recommendations will be based on the written submissions previously provided by both parties.
75. A Complaints Committee may be adjourned if the Complaints Committee require further evidence or in exceptional circumstances (for example, if clarification sought by the Complaints Committee is essential to the proceedings). The adjourned date must be as soon as possible.
76. After the hearing, the Complaints Committee will consider their decision and inform the Complainant and, where relevant, the person complained about (i.e. the complainee), of their decision in writing within five school days. The letter will set out the decision of the committee together with the reasons underpinning that decision. The committee can (by a majority if necessary):
- dismiss the complaint in whole or in part.
  - uphold the complaint in whole or in part.
  - decide on the appropriate action to be taken to resolve the complaint.
  - recommend changes to the academy or Trust systems or procedures to ensure that problems of a similar nature do not happen again.

#### **Stage 4: Referral of complaint to the Department for Education (DfE)**

77. If you are dissatisfied with the decision of the Complaints Committee, you are entitled to refer your complaint to the DfE. The DfE will only investigate the complaint in limited circumstances.
78. The DfE cannot change the Trust's decision about a complaint. Their role is to make sure that the academy/Trust handles the complaint properly.
79. The DfE is only able to consider the complaint, if the Complainant can provide evidence that the Academy/Trust: -
- does not have a complaints policy such as this one.
  - did not provide a copy of the complaints policy when requested.
  - does not have a procedure that complies with statutory regulations.
  - has not followed its published complaints policy/procedure.
  - has not allowed its complaints procedure to be completed.
80. The DfE are not able to:
- Overturn a decision of a Trust panel.
  - Reinvestigate the original complaint.
  - Review the accuracy of minutes taken or documents provided.
  - Order that compensation is paid.
  - Direct the Trust or an Academy in the Trust to discipline or exclude students.
  - Force the Trust or Academy to discipline or dismiss staff; or

- Instruct the Trust/Academy to apologise.

## Roles and Responsibilities in respect of Part 1 of the Complaints Policy and Procedure

81. The **Head of Governance** is the contact point for Complainants and Complaints Committee, and should:
- Ensure that the Complainant (and complainee if relevant) is fully updated at each stage of the procedure.
  - Liaise with trust colleagues, academy/school staff, the Principal, the Chief Executive, the Chair of an academy LRB/board of Southway directors, or Chair of the trust board (as applicable); to ensure the smooth running of the complaints' procedure.
  - Be mindful of the timescales to respond to complaints.
  - Ensure that all people involved in the complaint process are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR).
  - Ensure that the Complaints Committee has access to legal advice, where appropriate.
  - Collate any written material relevant to the complaint, and send it to the parties in advance of the hearing within an agreed timescale.
  - assist the committee in issuing a summary letter to the Complainant.
82. The Clerk to the Academy LRB will:
- set the date, time, and venue of the hearing, taking reasonable steps to find a date that is convenient to all parties and that the venue, and proceedings are accessible.
  - minute hearings of the complaints committee.
  - notify all parties of the Complaint Committee's decision.
83. The role of the Principal (or other party investigating as applicable in accordance with the procedure) at Stage 2 are responsible for:
- Ensuring that the Complainant (and if relevant, the complainee) is fully updated throughout the Stage 2 procedure
  - Ensuring that the correct procedure has been followed.
  - Ensuring that an investigation is conducted, and a report compiled.
  - Meeting the Complainant, if appropriate.
  - If the complaint is being referred to Stage 3, notifying the Head of Governance to arrange the Complaints Committee.
84. The Chair of the Complaints Committee has a key role, to ensure that:
- the hearing is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy.
  - Complainants who may not be used to speaking at such a hearing are put at ease.
  - the remit of the Complaints Committee is explained to the Complainant.

- the written material is seen by everyone in attendance (provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR).
- key findings of fact are made, and that any issues not previously mentioned in writing should not be raised at the hearing and, if they are mentioned at the hearing, these should not be noted or considered by the Complaints Committee.
- both the Complainant and the Academy/Southway/Trust are given the opportunity to make their case, and seek clarity, either through written submissions ahead of the hearing, or verbally in the hearing itself.
- the Complaints Committee is open-minded, acts independently and no committee member has an external interest in the outcome or any involvement in an earlier stage of the procedure.
- minutes are taken for a record of the hearing.

## Part 2: Concerns or complaints from other persons

85. Part 1 of the complaints policy applies only to complaints made by parents or carers of students currently attending a Trust Academy or Southway. However, RMAT wishes to collaborate closely with other members of the local community and will deal with their concerns and complaints as follows:

- **Stage 1** - a concern regarding an Academy/Southway or its operations may be made to any member of staff. That member of staff will attempt to resolve the matter immediately or may, if appropriate, refer the matter to their line manager or member of the senior leadership team (SLT) who is best placed to deal with the concern. It is expected that most concerns will be responded to orally or in writing within five school days. If a longer period is required, you will be kept informed of the progress of the investigation.
- **Stage 2** - where a concern is not resolved at Stage 1, or you wish your concerns to be dealt with immediately as a formal complaint, you should put your complaint in writing and send this to the Principal of the relevant academy/Southway to investigate. The Principal may delegate the task of investigation and/or responding to the complaint to a member of SLT or may escalate the complaint straight to Stage 3. A formal response to the complaint will usually be provided within 15 school days of receipt of the letter of complaint although if a longer period is required to respond, you will be kept updated.
- **Stage 3** - if you are not satisfied with the response at Stage 2, you may request a review by writing to the Chief Executive. You should write to the Chief Executive within 15 school days of receipt of the letter at Stage 2. Requests received outside of this period will only be considered if exceptional circumstances apply. The Chief Executive will usually arrange for a senior member of Trust staff, not previously involved in the complaint, to consider the complaint alone or may refer the matter to the Head of Governance to convene a Complaints Committee, on the same terms as set out in Part 1 of this complaints policy. The decision at this stage will usually be sent to you within 15 school days of receipt of the request for a review or within five school days of the Complaints Committee hearing (as applicable).
- **Stage 4** - if you are dissatisfied with the decision at Stage 3, you are entitled to refer your complaint to the DfE as outlined in Part 1 of this complaints policy.

86. Concerns or complaints regarding a Principal, a member of RMAT Central Services, an LRB member, Southway Director, the Chief Executive, a Member of the Trust, Trustees, or the Trust as a whole, should be referred direct to the Head of Governance who will arrange for the stages above to be considered by an appropriate person. Their postal address is:

Resilience Multi Academy Trust  
Featherstone Academy  
Pontefract Road  
Featherstone  
Pontefract  
West Yorkshire  
WF7 5AJ

E-mail: [jparker@rmat.uk](mailto:jparker@rmat.uk)

87. Concerns or complaints about the Head of Governance should be referred to the Chief Executive at the postal address above or via email to [contact@resiliencemat.uk](mailto:contact@resiliencemat.uk)

### **Part 3: Repetitious and vexatious complaints and complaints pursued in an otherwise unreasonable manner.**

There are rare circumstances where we will deviate from the Complaints Procedure set out in Parts 1 and 2 above. These include but are not necessarily limited to:

#### **Repetitious, including serial and/or persistent, complaints.**

88. Where the Complainant's complaint is the same, like or based on the same facts of a complaint which has already been considered in full and we have:

- taken every reasonable step to address the Complainant's concerns; and
- given the Complainant a clear statement of our position and their options,

we will write to the Complainant to advise that the complaints procedure has been exhausted and that we will not be responding to any further correspondence in relation to these matters. The Complainant will be referred to Stage 4.

#### **Vexatious complaints**

89. The Office of the Independent Adjudicator defines the characteristics of a 'frivolous' or 'vexatious' complaint as:

- complaints which are obsessive, persistent, harassing, prolific or 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; and
- demands for redress that lack any serious purpose or value.

90. Examples include but are not limited to:

- refusal to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance.
- refusal to co-operate with the complaint's investigation process.
- refusal to accept that certain issues are not within the scope of the complaints' procedure.
- insistence on the complaint being dealt with in ways which are incompatible with the complaints' procedure or with good practice.
- introducing trivial or irrelevant information which they expect to be considered and commented on.
- raising large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales.
- making unjustified complaints about staff who are trying to deal with the issues and seek to have them replaced.
- changing the basis of the complaint as the investigation proceeds.
- seeking an unrealistic outcome, such as the inappropriate dismissal of staff.
- making excessive demands on school time by frequent, lengthy, and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.
- knowingly providing falsified information.
- publishing unacceptable information on social media or other public forums.

#### **Complaints pursued in an otherwise unreasonable manner.**

Where the Complainant's behaviour or language towards academy/school staff, trust colleagues, LRB members, Southway directors, Trustees or Members is aggressive, abusive, offensive, discriminatory, or threatening; or insulting personal comments are made about, or threats are made towards, staff.

91. In the circumstances outlined above, we may:

- inform the Complainant that we consider their complaint to be vexatious or the way they are pursuing their complaint to be unreasonable, and ask them to desist.
- conduct the Complaints Committee on the papers only i.e., not hold a hearing.
- refuse to consider the complaint any further and refer the Complainant directly to Stage 4.

92. We may also restrict the Complainant's access to the academy/Southway, e.g., requesting contact in a particular form (for example, letters only), requiring contact to take place with a named person only, restricting telephone calls to specified days and times or number of contacts or banning the Complainant from the academy's premises.

93. Where the Complainant's behaviour is so extreme that it threatens the immediate safety and welfare of academy/school/trust staff, LRB members, Southway directors, Trustees, or Members, we will consider other options - for example, reporting the matter to the police or taking legal action. In such cases, we may not give the Complainant warning of that action.

## **Anonymous Complaints**

94. Anonymous complaints will not normally be investigated as RMAT will be unable to respond to the Complainant. The exception to this is if there are serious concerns around child protection where RMAT is required to involve appropriate external agencies or where RMAT may investigate the same to find any corroborative evidence which might trigger a formal investigation.
95. Anonymous complaints suggesting a criminal offence has taken place including fraud will be conducted either under the Trust's Anti-Fraud Bribery and Corruption Policy or the Trust's Whistleblowing Policy. Anonymous complaints surrounding Health and Safety, other criminal offences, damage to the environment, breach of the Law by the Trust or the covering up of wrongdoing will all be investigated under the Trust's Whistleblowing policy.

## **Part 4: Complaint Campaigns**

96. For the purposes of this policy, a complaint campaign is defined as a complaint from three or more separate individuals (whether connected with the Academy/Southway/RMAT) which are all based on the same subject.
97. Depending on the subject in question, we may deviate from the procedure set out in this policy and instead:
  - send a template response to all Complainants; and/or
  - publish a single response on the Academy/Southway/Trust website (as applicable).

## **Part 5: Matters which relate to all complaints.**

### **Confidentiality, data protection and records management**

98. All complaints will be managed in the strictest confidence by RMAT, its Academies and Southway. Data protection principles will be applied in line with RMAT's data protection policy.
99. Correspondence, statements, and records relating to individual complaints will be kept confidential except where the Secretary of State for Education or a body conducting an inspection under section 162A of the Education Act 2002 requests access to them or where the Trust is otherwise required by law to disclose them.
100. It is expected that Complainants will also keep their complaint private and confidential. Complainants are not expected to discuss complaints publicly via any form or social media or with third parties.
101. The Complainant must not make electronic recordings of meetings. A meeting to discuss a complaint may not go ahead if the Complainant is insistent on recording the meeting. RMAT, the Academy or Southway, will take notes of any meetings to discuss a complaint, which may be shared afterwards, and Complainants may do likewise. RMAT will only consider an exception to this where the Complainant suffers from communication difficulties which would make it easier for them to access and review the meeting later. RMAT will balance this reasonable adjustment against how it will affect any witnesses and the potential impact and consequences of those

complained about in the event recordings are lost or leaked. The Trust may conclude that a recording and redacted transcription of the meeting be provided in such circumstances.

102. Due to privacy rights under data protection legislation, information disclosed relating to an outcome if it relates to a third-party individual, i.e., disciplinary action against a member of staff or another student, may sometimes be limited.
103. Audio or Video evidence from Complainants will not be accepted unless informed written consent from all parties has been given.

#### **Complaints regarding conflict between parents concerning Parental Responsibility**

104. When parents fall out with each other, complaints can be made to RMA about information provided to the other parents. Potential Complainants should be aware that RMA will follow the Department for Education guidance on [Understanding and dealing with issues relating to Parental Responsibility](#), both with the principles it will adopt in dealing with such parents, sharing information, obtaining consent, safeguarding, changing a surname and how it deals with any complaints arising from the same.

#### **Accountability**

105. The Academy/Southway Principal holds delegated responsibility for discharging the sound application of all Academy and Trust policies.
106. The Academy/Southway Principal should inform the Trust Head of Governance and their Local Review Board/Board of Directors, of all matters relating to serious breaches of this policy including any major incident to be addressed under this policy promptly, preferably prior to action being taken as far as is reasonably practicable.

#### **Other Documents**

107. This policy should be read in conjunction with other Trust documents and policies which are detailed in Appendix 4.

#### **Monitoring**

108. The Head of Governance will monitor the implementation and effectiveness of the policy by monitoring complaints referred and resolutions reached. The Head of Governance will also deal with any queries raised by anybody who engages in the implementation of this policy including Complainants, Investigating Officers, Review Officers, Southway and Academy Principals, the Chief Executive Officer, Clerks to Local Review Boards, members of Local Review Boards and the Chair of the Board of Trustees.
109. The Head of Governance will monitor the relevant legislation, guidelines, and information forthcoming from the relevant statutory bodies for any recommendation or changes. Where a gap, potential inequality or shortfall in performance is identified within the policy, the Head of Governance will advise the Board of Trustees of any changes that are needed, and a proposal will be submitted to the Trust Board within an appropriate timescale. There will be a full review of the policy by the Head of Governance prior to the stated review date where recommendations will be made for consideration by the Trust Board.

## **Diversity**

110. RMAT is committed to a policy of celebrating diversity, promoting equality of opportunity, providing an inclusive workplace, and eliminating any unfair treatment or unlawful discrimination. This overriding objective applies to all policies and procedures relating to staff and students. The Trust will always comply with the requirements of the Equality Act 2010 and associated guidance produced by the Department for Education.

## Contacts

In respect of complaints about:

- BBG Academy, complaints should be addressed to The Principal, BBG Academy, Bradford Road, Birkenshaw, BD19 4BE, Tel: 01274 871225, E-mail: [office@bbgacademy.com](mailto:office@bbgacademy.com)
- Brayton Academy, complaints should be addressed to The Principal, Brayton Academy, Doncaster Road, Selby, North Yorkshire, YO8 8QS, Tel: 01757 707 731, E-mail: [info@braytonacademy.org.uk](mailto:info@braytonacademy.org.uk)
- Churwell Primary Academy, complaints should be addressed to the Headteacher, Churwell Primary Academy, Westwood Side, Churwell, Leeds LS27 9HR. Tel: 0113 2527437, E-mail: [office@churwellprimary.org.uk](mailto:office@churwellprimary.org.uk)
- Featherstone Academy, complaints should be addressed to The Principal, Featherstone Academy, Pontefract Road, Featherstone, Pontefract, West Yorkshire, WF7 5AJ, Tel: 01977 698000, E-mail: [info@featherstone.academy](mailto:info@featherstone.academy)
- Rodillian Academy, complaints should be addressed to The Principal, Rodillian Academy, Longthorpe Lane, Lofthouse, Wakefield, WF3 3PS, Tel: 01924 825667, E-mail: [contact@rodillianacademy.co.uk](mailto:contact@rodillianacademy.co.uk)
- Southway, complaints should be addressed to The Principal, Southway, South Leeds HUB, Middleton Road, Leeds, LS10 3JA, Tel: 0113 336 7772, E-mail: [info@southway.org.uk](mailto:info@southway.org.uk)
- UTC Leeds, complaints should be addressed to The Principal, UTC Leeds, Sayner Road, Leeds, LS10 1LA, Tel: 0113 3530140, E-mail: [enquiries@utcleeds.co.uk](mailto:enquiries@utcleeds.co.uk)
- A Principal, member of the Trust Central Services Team, or a Local Review Board, complaints should be addressed to The Head of Governance, RMAT, The Featherstone Academy, Pontefract Road, Featherstone, Pontefract, WF7 5AJ, Tel: 01977 698000, E-mail: [jparker@rmat.uk](mailto:jparker@rmat.uk)
- In respect of complaints about the Head of Governance, complaints should be addressed to the Chief Executive, RMAT, The Featherstone Academy, Pontefract Road, Featherstone, Pontefract, WF7 5AJ, Tel: 01977 698000, E-mail: [contact@rresiliencemat.uk](mailto:contact@rresiliencemat.uk)
- In respect of complaints about the Chief Executive Officer, complaints should be addressed to the Chair of the Board of Trustees of Resilience Multi Academy Trust, The Featherstone Academy, Pontefract Road, Featherstone, Pontefract, WF7 5AJ, Tel: 01977 698000, E-mail: [jparker@rmat.uk](mailto:jparker@rmat.uk)
- Any queries about this policy can be addressed to The Head of Governance, Resilience Multi Academy Trust, The Featherstone Academy, Pontefract Road, Featherstone, Pontefract, WF7 5AJ, Tel: 01977 698000, E-mail: [jparker@rmat.uk](mailto:jparker@rmat.uk)

Following exhaustion of this complaints policy, you can contact the DfE by submitting a complaint [here](#).

Using the online form is the quickest way to contact them, however they also accept hard-copy documents (don't send originals) sent to:

Department for Education  
School complaints compliance unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

## Appendix 1: Exceptions to the Complaints Policy

Exception	Further Information
Admissions to Academies except Southway	The process for challenging admissions decisions is set out in our admissions policy in accordance with relevant statutory guidance.
Admission to Rodillian Academy Sixth Form	The Academy website provides details of the Rodillian Academy Sixth Form admissions policy.
Admission to UTC Leeds Sixth Form	The Academy website provides details of the UTC Leeds Sixth Form admissions policy.
Suspensions / Permanent Exclusion from Academies	Details of the processes to follow will be provided by the Academy in documentation provided at the time of suspension/permanent exclusion.
Statutory assessments of Special Educational Needs (SEN)	The Trust website provides details of its SEND policy. The Local Authority in which the Academy is situated can also be contacted.
Academy reorganisation proposals	Any Consultation will provide an ability for Parents/Carers to comment. Where concerns are not adequately addressed by the Academy, complaints can be raised directly with the Department for Education.
Child protection matters	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).
Data protection matters	Complaints about data protection matters are handled under our data protection policy and in accordance with relevant guidance from the Information Commissioner's Office (ICO). If you have serious concerns, you may wish to contact the ICO directly, but the ICO will usually expect you to have raised your concerns with our Data Protection Officer in the first instance.
Employee Grievances	The Trust website provides details of the Trust's Grievance Policy which should be followed.
Freedom of Information (FOI) matters	Complaints about our compliance with the Freedom of Information Act 2000 are handled under our freedom of information policy and in accordance with relevant guidance from the ICO. If you have serious concerns, you may wish to contact the ICO directly, but the ICO will usually expect you to have raised your concerns with us in the first instance.
Trustee/LRB Member grievances	Complaints from Trustees and/or LRB Members will be dealt with by the Chair of Trustees under the Trust's internal governance procedures. This does not preclude Trustees and/or LRB Members from raising complaints in their capacity as a parent.
Staff Conduct	Certain complaints about staff conduct will be dealt with mostly under the Trust's disciplinary policy. Complainants will not be informed of any disciplinary action taken against a Staff member.

Whistleblowing matters	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a></p> <p>Volunteer staff who have concerns should complain through the school's complaints procedure. You may also be able to complain direct to the Department for Education (see link above), depending on the substance of the complaint.</p>
External examination results	Details of the appeals procedure can be obtained from the Academy at which the examination was sat.
Complaints about services provided by external bodies using an Academy's premises or facilities	Complaints should be made to the provider of the service, club or other activity who should have their own procedure for such eventualities. Please contact them directly.
National Curriculum content	Please contact the Department for Education at <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>
Withdrawal from the curriculum	Where a Parent or Carer has withdrawn their student from Religious Education, the Trust will not usually investigate complaints where a religious matter has been spontaneously raised by students or has arisen in another subject such as history or citizenship.

## Appendix 2: Summary of Complaints Procedure for Parents & Carers (Part 1)

<b>Stage 1: Informal concerns</b>	Parent brings complaint to attention of member of staff
	Issue to be resolved (guide: within 15 school days)
	Where no satisfactory solution has been found, parent to be advised that they should proceed to Stage 2
<b>Stage 2: Formal Written Complaint</b>	Parent to put complaint in writing using Complaint Form within 15 school days
	Complaint to be acknowledged within five school days
	Meeting with parents within 10 school days (where appropriate)
	Response to the complaint sent within 15 school days
<b>Stage 3: Referral to Complaints Committee</b>	Parent to request hearing within 15 school days of receiving notice of the outcome of Stage 2
	Request to be acknowledged within five school days
	Hearing to take place within 20 school days of receipt of request
	Notification of date, time and place of the hearing and details of the committee members present sent as soon as practically possible and with sufficient notice.
	Academy representative and parents to submit evidence in support of their case to Clerk of the trustees at least 8 school days before the hearing
	Complaints Committee decision sent not more than five school days after the hearing



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What action, if any, have you already taken to try and resolve your complaint?  
To whom did you speak to and what was the response?

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What would you like as an outcome from your complaint(s)

--

Are you attaching any paperwork? If so, please give details.

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<b>Signature:</b>		<b>Date:</b>	
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<b>For official use only</b>			
Date acknowledgement sent		Complaint referred to	
Acknowledgement sent by		Complaint referred on (date)	

## **Appendix 4 –Documents linked to the Complaints Policy**

### **RMAT Policies and Documents**

Academy Admissions Policies

The Rodillian Sixth Form Admission Policy – where is this? It's not on post-16 part of their website either.

The UTC Leeds Sixth Form Admission Policy

Anti-Fraud-Bribery and Corruption Policy

Conflicts of Interest Policy

Data Protection and Information Governance Policy

Disciplinary Policy

Grievance Policy

Child Protection and Safeguarding Policy

SEND Policy

Whistleblowing Policy

### **Statutes and Secondary Legislation**

[Data Protection Act 2018](#)

[Part 7 of the Education \(Independent School Standards\) Regulations 2014](#)

### **Government Guidance**

[Best practice guidance for academies complaints procedures](#)

[Understanding and dealing with issues relating to parental responsibility](#)