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School Concerns and Complaints Policy

Introduction

Anthem Schools Trust (Anthem) and all our schools are committed to meeting the needs of students, parents/carers and others within the school community. We believe that feedback is an important ingredient in self-improvement and raising standards. Parents/carers and students who have concerns, difficulties, or complaints about their Anthem school should feel that these can be voiced and be confident that they will be considered seriously in a sympathetic, efficient manner and at the appropriate level.

This policy is drafted in accordance with Part 7 of the Education (Independent School Standards) Regulations 2014 and takes account of the school's equality duty under the Equality Act 2010. It is also based on guidance published by the Education and Skills Funding Agency (ESFA) on [creating a complaints procedure that complies with the above regulations](#), and refers to [best practice guidance for academies complaints procedures](#) from the Department for Education (DfE).

In addition, it addresses duties set out in the [Early Years Foundation Stage \(EYFS\) statutory framework](#) with regards to dealing with complaints about the school's fulfilment of Early Years Foundation Stage requirements.

This policy complies with our funding agreement and articles of association.

The school will aim to give the complainant the opportunity to complete the complaints procedure in full. To support this, we will make sure the policy is available on the school's website and can be made available in large print or other accessible formats if required.

Scope

This policy applies to all sections of our school and provides guidelines for handling concerns and complaints raised by students and current parents/carers about the school their child or children attend. It may, at our discretion, apply to parent/carers whose child has recently left the school or other non-parents/carers.

The school intends to resolve complaints informally where possible, at the earliest possible stage.

There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

Any person wishing to raise a concern or complaint about Anthem at a Trust level should refer to the Anthem Complaints Policy, available on the Anthem website <https://www.anthemtrust.uk>.

Complaints about EYFS are within scope of this policy. EYFS providers must make available to parents and/or carers the details about how to contact Ofsted, if they believe the provider is not meeting the EYFS requirements. The EYFS provider will make a record of complaints available to Ofsted on request.

Withdrawal from the curriculum

Parents/Carers can withdraw their child from any aspect of Religious Education (RE), including the Daily Act of Collective Worship (DACW). If parents or carers are not satisfied with the handling of a request to withdraw their child from RE or the DACW, they can follow the school's complaints procedure. Please note the right of withdrawal does not apply to other areas of the curriculum where religious matters may be spontaneously raised by students or arise in other subjects such as history or citizenship.

This policy does **not** usually cover complaints procedures relating to:

- Admissions
- Safeguarding concerns – these will be handled under the school's Child Protection and Safeguarding Policy and in accordance with relevant statutory guidance. If you are concerned about the safety of your child, you should immediately notify the person you believe is best placed to take urgent action and confirm this in writing to the Headteacher. This policy may, however, cover complaints about how a safeguarding matter has been handled by the school.
- Complaints about services provided by other providers who use school premises or facilities – such complaints should be directed to the provider concerned.

If you are not clear whether this policy or another policy applies, please contact the relevant school's Complaints Coordinator or the Anthem Complaints Coordinator (contact details at Appendix 1).

The Complainant

If you wish to raise a complaint about the school, please do try to:

- resolve the concern informally first with school staff
- ask for assistance if needed, we are happy to support you
- follow these procedures
- say clearly what you think might resolve the issue at the earliest stage, confirming early what outcome you are seeking
- co-operate with the school throughout the process, responding to timeframes and communication promptly
- not publish details about the complaint on social media
- treat all those involved with respect and use appropriate language at all times. Please refer to the school's Code of Conduct for Parents, Carers and Visitors.
- contact the appropriate staff member or the school's Complaints Coordinator to raise your concern and not multiple people in the school and at Anthem, as this may lead to an uncoordinated and duplicated response.
- not send repeated communication to the school whilst the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the issue being resolved and the outcome being reached.

Recording meetings

Recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. All parties should agree in advance to a meeting or conversation being recorded.

Recordings of conversations that are obtained covertly and without informed consent of all parties being recorded will not be accepted as evidence.

Procedures

The procedures set out below may be adapted as appropriate to meet the policy aims and circumstances of each case. Please let us know if you are dissatisfied, or have any cause for concern, as soon as possible. We recognise that a difficulty which is not resolved quickly and fairly can soon become a cause of resentment, which would be damaging to our school culture.

Four stages

The school's concerns and complaints procedure comprises four stages:

Stage 1: Concerns and difficulties, dealt with informally

Stage 2: Complaints formally investigated by the Headteacher

Stage 3: Complaints formally reviewed by the Associate Director of Education (or designate)

Stage 4: Complaint Panel Hearing

Timescales

The school aims to resolve any concerns, difficulties and complaints in a timely manner. The timescales for each stage of the procedure are set out below under the relevant section. When this policy refers to school days, we mean Monday to Friday, when the school is open to students during term time. Some of the procedures may take longer during the holidays when personnel are likely to be on leave. The dates of each term are published on the school's website. When complaints are made out of term time, we will consider them to have been received on the first school day after the holiday period.

Although every effort will be made by the school to comply with the time limits specified under each stage of the procedure, it may not always be possible to do so, for example due to the complexity or quantity of matters raised, or due to the unavailability of the complainant to attend a meeting, if offered. In all cases, where a time limit cannot be complied with, the school will write to the complainant within the specified time limit, setting out the reasons why the time limit cannot be complied with, and confirming the new time limit which will apply.

Complaints Coordinator

The contact details for the Complaints Coordinator for all schools are set out at Appendix 1.

The Complaints Coordinator will remain impartial and will:

- keep records of each formal complaint and how matters proceed (including noting at which stage each complaint is resolved)
- coordinate the complaints procedure across the school
- arrange additional assistance for those raising a concern, difficulty or complaint when required
- work with the school to ensure all school staff are trained regarding the complaints procedures and this policy
- monitor the level and type of complaints as well as the keeping, confidentiality and storage of records in relation to complaints
- keep the Anthem lead Complaints Coordinator informed of any complaints being dealt with by the school at Stage 2 to 4.

Stage 1 – Concerns and difficulties, dealt with informally

We expect that most concerns or difficulties can be resolved informally. Examples might include: dissatisfaction with an aspect of teaching provided, a class/group allocation, allocation of responsibilities or privileges, a timetable clash, a problem with the school's equipment or provision, or an admin error. Certain serious complaints such as discrimination, harassment or victimisation are taken very seriously and may need to be dealt with at Stage 2 or Stage 3 without action at Stage 1.

The school will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

The complainant should raise the concern as soon as possible with the relevant member of staff, either in person or by letter, telephone or email. If the complainant is unclear who to contact or how to contact them, they should contact the school's Complaints Coordinator.

If a concern or difficulty is raised with a member of staff who feels that it raises serious issues which should be dealt with as a formal complaint immediately, the member of staff will tell the complainant that they should put their complaint in writing to the Headteacher.

Low level concerns about individual Anthem Community Council (ACC) members should be directed to the Chair of the ACC in the first instance. The Chair will notify the Anthem Governance Manager of all concerns. If the concern is about the Chair of the ACC, it should be directed to the Anthem Governance Manager, Ms P Truman-Davies, directly at PTrumanDavies@anthemtrust.uk.

The school will aim to resolve a concern or difficulty within **15 school days** of the date that it was raised. Where a concern or difficulty has not been resolved by informal means within this time limit, the complainant can submit the matters raised as a formal complaint under Stage 2 of this Concerns and Complaints Policy (or Stage 3 if the complaint relates to the Headteacher).

Stage 2: Complaints formally investigated by the Headteacher

Notification

A concern or difficulty raised under Stage 1 of this Concerns and Complaints Policy which remains unresolved after **15 school days**, or a serious matter which requires formal investigation from the outset, should be set out in writing and sent to the Headteacher. Should a formal written complaint be received by another member of the staff, it will immediately be passed on to the Headteacher. Complaints regarding the Headteacher should usually be dealt with at Stage 3.

The complainant should clearly set out the matters in dispute, the relevant dates, the full names of the persons involved and what the complainant believes the school should do to resolve the complaint. A template form is attached to this policy at **Appendix 2** to provide guidance on content of the formal written complaint, which the complainant can use if desired. Any documentation relied upon by the complainant should be attached to the formal complaint.

If the complainant requires assistance with writing the formal complaint, because of, for example, a disability, please contact the school Complaints Coordinator.

Formal complaints about ACC members will be investigated by the Anthem Governance Manager.

Acknowledgement

The formal complaint will be acknowledged in writing within **five school days** of receipt. The acknowledgement letter/email will confirm the date that the formal complaint was received, the action to be taken and the specified time limit.

Investigation

The Headteacher may appoint an impartial Stage 2 investigator or may lead on the investigation directly. The Stage 2 investigator can be a senior member of school, a staff member from another Anthem school, a National Team staff member or an Anthem Community Council member and will not have had any prior involvement in the complaint.

The Headteacher or the Stage 2 investigator will be provided with the records of the Stage 1 informal procedure (if applicable) and will then proceed to investigate the complaint. This will involve obtaining and considering all documentation held by the school, which is relevant to the complaint, including all documentation sent in by the complainant. If additional information is required from the complainant, and others involved, this may be requested from them over the telephone or in writing. A meeting with the complainant may be requested as part of the investigation.

Outcome

If the Headteacher considers it to be appropriate, the complainant may be offered a meeting to discuss the issues raised after the investigation has taken place with the aim of reaching an amicable resolution.

Whether or not an outcome meeting is arranged, the Headteacher will write to the complainant confirming the outcome of the investigation within **20 school days** from the date the complaint was received. The letter will set out the individual matters raised by the complainant, the findings made by the investigation, and the conclusion reached by the Headteacher.

The letter will inform the complainant that, if they are dissatisfied with the outcome of the Stage 2 investigation, they should proceed to Stage 3 of this policy within **five school days** of receipt of the letter.

Where the complaint was received during a school holiday or within 20 days from the end of a term or half term, the Headteacher will endeavour to expedite the investigation wherever possible.

Stage 3 – Complaint formally reviewed by the Associate Director of Education (or designate)

Notification

If the complainant is dissatisfied with the outcome of the complaint under Stage 2 of this Concerns and Complaints Policy, the complainant may write to the school Complaints Coordinator to request that their complaint is taken to Stage 3 of this policy within **five school days** of receiving the Stage 2 outcome letter. The complainant should not repeat the matters raised in their original letter or attach documentation already provided but should clearly set out how and why the complainant does not accept the findings made under Stage 2. Complaints regarding the Headteacher should also usually be addressed under Stage 3 of this policy.

The complainant should clearly set out the matters in dispute, the relevant dates, the full names of the persons involved and what the complainant believes the school should do to resolve the

complaint. A template form is attached to this policy at **Appendix 2** to provide guidance on content of the formal written complaint. Any documentation relied upon by the complainant should be attached to the formal complaint.

Stage 3 complaints about ACC members will be reviewed by a member of the Executive Team.

Acknowledgement

The complainant's letter/email will be acknowledged within **five school days** of receipt.

Investigation

The school Complaints Coordinator will arrange for the Associate Director of Education to review the complaint under Stage 3 of this policy. If conflicted or due to capacity issues, the Associate Director of Education may delegate the Stage 3 responsibility to the Chair of the Anthem Community Council, another Associate Director of Education or a member of the Executive Team.

The Associate Director of Education (or designate) may appoint an impartial Stage 3 investigator or may lead on the investigation directly. The Stage 3 investigator may be a senior member of the Anthem National Team, a member of the Anthem Community Council or an independently appointed specialist and will not have had any prior involvement in the complaint.

The Associate Director of Education (or designate) or the Stage 3 investigator, as applicable, will be provided with the records of the Stage 1 and 2 procedure (if applicable) and will then proceed to investigate the complaint. This will involve obtaining and considering all documentation held by the school, which is relevant to the complaint, including all documentation sent in by the complainant. If additional information is required from the complainant, and others involved, this may be requested from them over the telephone or in writing. A meeting with the complainant may be requested as part of the investigation.

Outcome

If the Associate Director of Education (or designate) considers it to be appropriate, the complainant may be offered a meeting to discuss the issues raised after the investigation has taken place with the aim of reaching an amicable resolution.

Whether or not an outcome meeting is arranged, the Associate Director of Education (or designate) will write to the complainant confirming the outcome of the investigation within **20 school days** from the date that the request for a Stage 3 review was received. The letter will set out whether the Associate Director of Education (or designate) agrees with the findings and conclusion under Stage 2, and give reasons, as well as responding to any criticisms of the Stage 2 investigation.

Where the request for a review was received during a school holiday, or within 20 days from the end of a term or half term, the Associate Director of Education (or designate) will endeavour to expedite the review wherever possible.

The letter will inform the complainant that, if they are dissatisfied with the outcome of the Stage 3 review, they should write to the Complaints Coordinator within **five school days** of receipt of the letter requesting a Complaint Panel Hearing under Stage 4 of this Concerns and Complaints Policy.

Stage 4 – Complaint Panel Hearing

Overview

A Complaint Panel (Panel) Hearing (Hearing) is a review of the decisions taken by the Headteacher and, where relevant, the Associate Director of Education (or designate). The Panel will not consider any new areas of complaint which have not been previously raised as part of the complaints procedure.

Notification

If the complainant is dissatisfied with the outcome of the review under Stage 3, or the Headteacher's decision under Stage 2, and does not wish to invoke Stage 3, the complaint may be referred to the Panel Hearing by writing to the Complaints Coordinator within **five school days** of receiving the Stage 2 or Stage 3 decision.

The request will usually only be considered if the complainant has completed the procedures at Stages 1 and 2, and where appropriate, Stage 3.

The complainant should not repeat the matters raised in their original letter or attach documentation already provided but should clearly set out how and why the complainant does not accept the findings made under Stages 2 and/or 3.

Acknowledgement

The Complaints Coordinator will write to the complainant within **five school days** acknowledging receipt of their request.

Composition of the Panel

The Complaints Coordinator will be responsible for convening the Panel as soon as reasonably practicable. The Panel will normally consist of a minimum of three individuals. No panel members will have been directly involved in the matters detailed in the complaint. One member of the Panel will normally be from Anthem National Team and at least one member will be independent of the management and running of the school.

Convening the Complaint Panel Hearing

The Complaints Coordinator will liaise with the Panel, the complainant and the school's representative to agree a mutually convenient date for the Panel Hearing, which will usually take place within **20 school days** of receipt of the complainant's request, unless there are exceptional circumstances. The Panel will not normally sit during half term or the school holidays.

If the complainant rejects the offer of 3 proposed dates without good reason, the Complaints Coordinator may set a date. The hearing may go ahead using written submissions from both parties.

The Complaints Coordinator will write to the complainant confirming the date, time and place of the Panel Hearing together with brief details of the Panel members who will be present at least 5 school days before the Hearing takes place.

If the Panel Hearing will not take place within **20 school days** of receipt of the complainant's request, the letter will set out the exceptional circumstances involved.

The Panel reserves the right to convene at their convenience rather than that of the complainant.

Attendance

The complainant will be allowed to attend the Hearing and be accompanied if they wish. For the avoidance of doubt, the complainant's companion will be present for moral support only and will not play any part in the proceedings, unless invited to do so by the Panel. The Panel Hearing is **not** a legal hearing and it is not appropriate for either the complainant or the school to be legally represented.

The role of the Panel

The Panel's task is to establish the facts surrounding the complaints that have been made by considering the documents provided by both parties and any representations made by the complainant, the Headteacher or the Associate Director of Education (or designate). If, after establishing the facts, the Panel consider that the complaint is made out, they will uphold the complaint. If the Panel decide that the complaint is not made out, they will dismiss the complaint. They will make these decisions on the balance of probabilities.

Hearing

The Hearing will be chaired by one member of the Panel (chosen by themselves) and will be conducted in an informal manner. The Hearing will be conducted in such a way as to ensure that all those present have the opportunity of asking questions and making comments in an appropriate manner. The Hearing is not a legal proceeding and all statements made at the Hearing will be unsworn. Any person who is dissatisfied with any aspect of the way the Hearing is conducted must say so before the proceedings go any further and their comments will be recorded.

Conduct

All those attending the Hearing are expected to be polite and show courtesy, restraint and good manners or after due warning, the Hearing may be adjourned or terminated at the discretion of the chair of the Panel. If terminated on the grounds of poor conduct by the complainant or the complainant's accompanying person, the previous decision regarding the complaint may be taken to stand.

Adjournment

The chair of the Panel may, at their discretion, adjourn the Hearing for further investigation of any relevant issue. This may include an adjournment to take legal advice.

Notes

All present will be entitled to make their own notes for reference purposes if they so wish. Minutes of the proceedings will be taken during the Hearing, to be finalised afterwards.

Private proceeding

The Hearing is a private proceeding. No notes or other records, or oral statements, about any matter discussed in or arising from the Hearing shall be made available directly or indirectly to the press or other media.

The outcome

After due consideration of the matters discussed at the Hearing, the Panel shall reach a decision unless there is an agreed position. The Panel can:

- uphold the complaint, in whole or in part
- dismiss the complaint, in whole or in part

If the complaint is upheld, the Panel will:

- decide the appropriate action to resolve the complaint
- where appropriate, recommend changes to the school's or Anthems systems or procedures to prevent similar issues in the future

The Panel's decision, findings and any recommendations will be notified to the complainant within **10 school days** of the Hearing, as well as to the Anthem Executive Team, the school's representative, the Headteacher and where relevant, any person about whom the complaint has been made. The findings and recommendations will also be available for inspection on the school premises by the proprietor and the Headteacher. The decision of the Panel will be final.

Referral to the ESFA

If the complainant is dissatisfied with the outcome of the school's complaints procedure, they can refer their complaint to the Education and Skills Funding Agency (ESFA). The ESFA will check whether the complaint has been dealt with properly by the school. The ESFA will not overturn a school's decision about a complaint, but will intervene if a school or trust has:

- breached a clause in its funding agreement
- failed to act in line with its duties under education law
- acted (or is proposing to act) unreasonably when exercising its functions

For more information or to refer a complaint, see the following webpage:

<http://www.gov.uk/complain-about-school>

Late complaints

Where a complaint is submitted more than three months after the incident or event (or where the complaint relates to a series of incidents or events, more than three months from the date of the latest incident or event), the school reserves the right to refuse to investigate the complaint under this Concerns and Complaints Policy if it appears reasonable and fair to do so, having regard to the circumstances surrounding the complaint.

Where the school decides that a complaint which was submitted late will not be investigated, the school Complaints Coordinator will write to the complainant notifying them of the decision within **five school days** of the complaint being received.

If the complainant is dissatisfied with the decision not to investigate a complaint which was submitted late, the complainant may write to the Complaints Coordinator asking for the decision to be reviewed by the Headteacher or Associate Director of Education. The complaint itself will not be investigated during this review.

The complainant will be written to with the outcome of the review within **10 school days** of the date that the letter from the complainant seeking the review was received.

If the decision not to investigate the complaint is quashed, it will be referred to the Complaints Coordinator to be dealt with under this Concerns and Complaints Policy in the usual way.

If the decision not to investigate the complaint is upheld, the complainant may refer the concern or complaint to the Education and Skills Funding Agency.

Anonymous complaints

The school will not investigate anonymous complaints under the procedures in this Concerns and Complaints Policy. Anonymous complaints will be referred to the Headteacher who will decide what, if any, action should be taken.

Complaint Campaigns

If the school receives a large volume of complaints about the same topic or subject, especially if these come from complainants unconnected with the school, the school may respond to these complaints by:

- sending a template response to all complainants; and/or
- publishing a single response on the school's website

If complainants are not satisfied with the school's response, or wish to pursue the complaint further, the normal procedures will apply.

Serial and unreasonable complaints

Most complaints raised will be valid, and therefore we will treat them seriously. However, a complaint may become unreasonable if the complainant:

- has made the same complaint before, and it has already proceeded through the school's complaints procedure
- makes a complaint that is obsessive, persistent, harassing, prolific, defamatory or repetitive
- insists on pursuing a complaint that is unfounded, or out of scope of the complaints procedure, beyond all reason
- pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refuses to co-operate with this complaints procedure, or insists that the complaint is dealt with in ways that are incompatible with this procedure and the timeframes it sets out
- makes a complaint designed to unjustly cause disruption, annoyance or excessive demands on school time
- seeks unrealistic outcomes, or a solution that lacks any serious purpose or value
- 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
- uses abusive, offensive or discriminatory language or violence.

Steps we will take for serial and unreasonable complaints

We will take every reasonable step to address the complainant's concerns and give a clear statement of our position and the complainant's options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals.

If the complainant continues to contact the school in a disruptive way, we may put communications strategies in place. We may:

- give the complainant a single point of contact in the school via an email address
- limit the number of times the complainant can make contact, such as a fixed number per week or term

- advise the complainant to engage a third party to act on their behalf, such as [Citizens Advice](#)
- put any other strategy in place as necessary
- contact the police. In response to any serious incident of aggression or violence, we may immediately inform the police. We may bar an individual from the school premises.

Stopping responding

We may stop responding to the complainant when all of these factors are met:

- We believe we have taken all reasonable steps to help address their concerns
- We have provided a clear statement of our position and their options
- The complainant contacts us repeatedly, and/or we believe their intention is to cause disruption or inconvenience.

Where we stop responding, we will inform the individual that we intend to do so.

Duplicate complaints

If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we had not previously considered, or any new information we need to take into account.

If we are satisfied that there are no new aspects, we will:

- tell the new complainant that we have already investigated and responded to this issue, and that the local process is complete
- direct them to the ESFA if they are dissatisfied with our original handling of the complaint

If there are new aspects, we will follow this procedure again.

Anthem Schools Trust

The school Complaints Coordinator and Headteacher will ensure that the Anthem Complaints Coordinator is informed of any complaints at Stage 2 to 4 without delay and is kept informed as to all stages of the complaint thereafter.

Record-keeping

A written record will be made about each formal complaint received by the school and at which stage of the procedure each was resolved, the action taken by the school (whether or not the complaints were upheld), and the final outcome. This material will be treated as confidential and will be viewed only by those involved in investigating the complaint or on the review panel.

This is except where the Secretary of State (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request or through a subject access request under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and our Retaining Records Policy.

Monitoring and evaluation

Anthem will monitor the effectiveness of the complaints procedure in making sure that complaints are handled properly. The Anthem Executive Team will track the number and nature of complaints, and review underlying issues where appropriate, and respecting confidentiality, to determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

This policy will be reviewed every two years.

Appendix 1 – List of schools’ Complaints Coordinators

Name of School	Complaints Coordinator	Contact details
Queensbury Academy	Kim Morena	KMorena@queensbury.anthemtrust.uk
St Mark’s C of E Academy	Christopher Currie	CCurrie@stmarks.anthemtrust.uk
The Deepings School	Amy Howe	concerns@deepings.anthemtrust.uk
Oakbank School	Demi Bisoffi	DBisoffi@oakbank.anthemtrust.uk
Oxford Spires Academy	Harriet Bellamy	HBellamy@spires.anthemtrust.uk
Abacus Belsize Primary	Encarna Aparicio	complaints@anthemtrust.uk
Abbey Woods Academy	Encarna Aparicio	complaints@anthemtrust.uk
All Saints Junior School	Sarah Middleton	complaints@anthemtrust.uk
Benjamin Adlard Primary	Encarna Aparicio	complaints@anthemtrust.uk
Boston West Academy	Encarna Aparicio	complaints@anthemtrust.uk
Gladstone Park Primary	Encarna Aparicio	complaints@anthemtrust.uk
Grampian Primary Academy	Encarna Aparicio	complaints@anthemtrust.uk
Judith Kerr Primary School	Encarna Aparicio	complaints@anthemtrust.uk
Lincoln Carlton Academy	Encarna Aparicio	complaints@anthemtrust.uk
Meadow Park Academy	Encarna Aparicio	complaints@anthemtrust.uk
Mount Street Academy	Encarna Aparicio	complaints@anthemtrust.uk

Anthem Complaints Coordinator

Encarna Aparicio

complaints@anthemtrust.uk

Appendix 2 – Formal Complaint Form

Please complete and return to the school who will acknowledge receipt and explain what action will be taken.

Your Name:	Student's Name:
Your Relationship to Student:	Student's DOB and Year/Form:
Address and Postcode:	Daytime Telephone Number:
	Evening Telephone Number:
Full details of complaint <i>(including the names of all persons involved and the dates of incidents referred to):</i>	
What action, if any, have you already taken to try and resolve your complaint (for example, who did you speak to and what was the response)?	
What actions do you feel might resolve the problem at this stage?	

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

Signature:

Date:

For Official Use:

Date Acknowledgement Sent

Name of Person Complaint Referred To

Signature:

Date: