



COMPLAINTS POLICY: TRUST CENTRAL SERVICES

This policy supports the Trinitas Principles as outlined below.

We will recruit high quality staff because the quality of Trinitas Academy Trust is determined by the quality of those who work within it.

We will value our staff by respecting their professional competence, through robust monitoring, challenge, and support and by rewarding them for their contribution to Trinitas Academy Trust.

We will ensure that the systems within the Trust and the organisation of the Trust are coherent, robust and offer best value for money.

We will be wholly committed to promoting the Anglican Ethos of the Trust by being distinctive yet inclusive.

We will hold true to our values and aspirations, without compromise.

Aim: To outline the procedure to be followed regarding complaints against the Trust's central services team.

Policy Owner: Company Secretary and Clerk to the Trustees

Audience: all stakeholders

Copies are available from the Company Secretary and the Trust website

Date Agreed by Trustees: December 2018

Review Date: December 2020

This policy applies to complaints made in relation to the operation of the central services of the Trust such as finance, human resources, governance, buildings and estates management and health and safety.

Complaints relating to the operation or provision of education by a school within the Trust must be handled in accordance with the school's complaints procedure.

All personal data received by the Trust in connection with a complaint will be processed in accordance with our data protection policy. The Trust safeguards the personal data it collects through the operation of the Trust's data protection policy and associated policies and procedures.

<p>Step 1 Informal expression of concern made to the Trust central team.</p>	<p>A complaint relating to the central operation of the Trust should initially be made by telephone, in writing to or in person with the member of staff concerned. The member of staff will discuss the nature of the concern, establish what outcome the complainant is seeking and assure the complainant that the complaint will be considered. Name, date and contact details must be recorded. If the member of staff is unable to deal with this then he/she must ensure that the complainant is clear who will deal with the issue and when this will happen.</p> <p>If an interview is arranged then members of staff may request the presence of a third party (companion). Details of the interview will be agreed by all parties at the end of the interview. The complainant must be clearly informed about what will happen (including if no action is to be taken) and the next steps or outcome should be communicated as soon as possible.</p>
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	<p>If no satisfactory resolution is obtained at this stage then the complainant must be advised to put the complaint in writing to the CEO in order to implement step 2 of the complaints procedure. (In the case of a complaint against the CEO, complainants have the opportunity to refer the matter directly to the Chair of Trustees at step 1).</p> <p>It is anticipated that most complaints will be resolved at this informal stage.</p>
<p>Step 2 Formal complaint to Chief Executive Officer (CEO)</p>	<p>If a complaint progresses to this stage, the complainant will be asked to put the complaint in writing to the CEO. In the case of a complaint against the CEO, the complainant should address the complaint to the Chairman of Trustees.</p> <p>The CEO/Chairman of Trustees shall endeavour to deal with the complaint within ten school days of receipt of the written complaint. If the complaint requires detailed collection of information and investigation this period may be extended but the complainant will be kept advised.</p> <p>The CEO or, where the complaint relates to the CEO, the Chairman of Trustees is responsible for deciding on the validity of the complaint and the action to be taken. The CEO/Chairman of Trustees will then either write to the complainant or arrange a meeting to resolve the matter.</p> <p>The meeting will be followed by a letter summarising the outcome. The letter will also inform the complainant of the right to have the complaint considered by a complaints panel appointed by the Trustees if the complainant is not satisfied with the outcome at step 2.</p>

<p>Step 3 Referral to a complaints panel appointed by the Trustees.</p>	<p>If the complainant is dissatisfied with the outcome of the complaint at step 2 and requires the complaint to be heard by a complaints panel appointed by the Trustees, the complainant should notify the CEO/Chair of Trustees within 10 school days of receiving the outcome letter from step 2.</p> <p>The complainant’s letter should be addressed to the Clerk to the Trustees and marked “private and confidential”.</p> <p>The letter should state</p> <ul style="list-style-type: none"> - The policy/procedure that has not been followed correctly or has been followed, but unsatisfactorily. - Steps that both the complainant and the Trust have taken to try to resolve the situation. - Details about why the complainant remains unhappy. - What the complainant wishes to see happen next. <p>It is unusual for a complaint to reach this stage but the Trustees will appoint a complaints panel to resolve the complaint. The complaints panel with consist of a minimum of 3 people who have not been involved in the matters detailed in the complaint. One member of the panel must be independent of the management and running of the central function of the Trust. The panel will be given the written complaint and any documents considered in Steps 1 and 2.</p> <p>The clerk to the complaints panel will write to the complainant informing them that the complaint will be heard, where possible, within fifteen school days from receipt of their letter. The complaints panel will convene at a time suited to both complainant and Trust; this may mean the panel meets after the fifteen school days.</p> <p>The complaints panel will consider: The validity of the complaint; actions to be taken; recommendations to ensure similar issues do not recur. Details of the findings and recommendations will be given to the complainant (and any individual(s) who are the subject of the complaint) within 10 school days of the panel meeting, and will be available for Trustees to view.</p> <p>The number of complaints received and how they have been dealt with is reported to and monitored by the Board.</p>
<p>Step 4 Secretary of State for Education</p>	<p>The complainant may approach the Secretary of State for Education if the complainant is unhappy with the process or outcome. This would normally only be appropriate if the complainant believe that the Trust has acted illegally or arbitrarily.</p>

