



COMPLAINTS POLICY

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1. Introduction

The Harmony Trust has the highest aspirations for its pupils, parents and staff members. We work hard to ensure that every child achieves. Our vision is to provide an excellent primary education that gives our children the very best chance of succeeding in life. Parents are very important to achieving this vision and we aim to work in partnership with them to ensure that all our children Believe Achieve Succeed. Our aim is to ensure that children at our academies enjoy the best education from the early years to the end of the primary stage.

We aim to uphold our values and maintain strong positive relationships with all. However, we do understand that at times that someone may wish to raise a concern or complaint. This intention of this policy is to ensure that all parties know the process and procedures and the actions that will be taken.

The Trust takes very seriously any concern or complaint made by parents or our local community and we believe that it is in everyone's interests to resolve matters at the earliest possible stage. This allows us to maintain positive relationships, enhance learning, prevent issues escalating and reduce the number of formal complaints we receive.

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to [The Harmony Trust](#) about any of our academies including the provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

The difference between a concern and a complaint

The Department for Education (DfE) defines:

- A **concern** as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”. The academy will resolve concerns through day to day communication as far as possible.
- A **complaint** is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”.

If it is not possible for a parent or community member to resolve a concern or complaint with a staff member or Principal we fully understand that the matter may need to be raised through the formal complaints procedure.

Anonymous complaints will not normally be investigated. However, the Principal or Chief Executive will determine whether any such complaint warrants an investigation

Scope of this complaints procedure

This procedure covers all complaints about any provision of community facilities or services by [The Harmony Trust](#). **This policy does not cover** complaints that are dealt with under other statutory procedures, including those listed below.

- Admissions
- Statutory assessments of special educational needs
- Safeguarding matters
- Delivery of the National Curriculum and the provision of religious education and collective worship
- Exclusion of pupils
- Data Protection
- Whistleblowing
- Staff grievances
- Staff discipline
- Complaints Guidance Manual for Academies

› Complaints about services provided by other providers who use academy premises or facilities

2. Legislation and Guidance

This document meets the requirements set out in part 7 of the schedule to [the Education \(Independent School Standards\) Regulations 2014](#), which states that we must have and make available a written procedure to deal with complaints from parents of pupils at the school.

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 [good practice guidance on setting up complaints procedures](#) from the Department for Education (DfE).

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

In addition, it addresses duties set out in the [Early Years Foundation Stage statutory framework](#) with regards to dealing with complaints about the school's fulfilment of Early Years Foundation Stage requirements, [see 7 below].

This policy will be available on the websites of our academies and on request at each academy.

3. General Principles

- The resolution of a complaint will provide a **learning opportunity**; this may be for the academy to improve its practice and develop further the partnership with parents.
- The complaints procedure will be easily accessible and well publicised, so that **parents know how to raise concerns**.
- It is desirable for any concern/complaint to be addressed by a member of staff / Principal at a level closest to the cause for the concern.
- **Procedures will be as timely as possible**, consistent with fairness to all.
- All **complainants will be treated with respect** and all complaints will be dealt with impartially and in a non-adversarial manner.
- A **complaint is distinct from any formal disciplinary procedure**. Staff who may be questioned as part of a complaint's procedure will be treated fairly and have an opportunity to put their case. They will be offered support in responding to any investigation into a complaint.
- A **full and fair investigation** will be undertaken by a person who has not been directly involved in the matter.
- If it becomes apparent to the Principal or Complaints Coordinator that the concern/complaint has the potential to be a disciplinary issue, **professional advice will be immediately sought**. Advice is also available from the Education and Skills Funding Agency.
Confidentiality is important in securing the confidence of all concerned. **Conversations and correspondence will be treated with discretion**. However, the parties to a complaint should realise that some information may have to be shared to carry out a thorough investigation.
Parents need to feel confident that a complaint will not disadvantage their child.
- If the investigation of a complaint shows that it is justified, then the academy will consider how to make amends in an appropriate way; and use the outcomes to reflect on the services provided by the academy/Trust to ascertain if they can be improved.
- All complaints will be recorded and monitored to identify issues and allow any lessons to be learned by the Academy/Trust.
- Every complaint should be acknowledged as "genuinely felt" by the complainant.

Resolving complaints

At each stage in the procedure, [The Harmony Trust](#) wants to resolve the complaint. **If appropriate, we will acknowledge that the complaint is upheld in whole or in part.** In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

Withdrawal of a complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing. We will then cease the process. A written record of the complaint will be kept.

4. Roles & Responsibilities

The complainant

The complainant will get a more effective and timely response to their complaint if they:

- Provide as much detail as possible about their concern, issue or complaint
- Follow these procedures including using the form at Annex B. to share information
- Co-operate with the school throughout the process, and respond to deadlines and communication promptly
- Ask for assistance as needed
- Treat all those involved with respect
- Not publish details about the complaint on social media and respect confidentiality

The investigator [who may also be the principal at stage 1 and the complaints coordinator at stage 2].

An individual will be appointed to look into the complaint, and establish the facts. They will:

- Interview all relevant parties, keeping notes
- Consider records and any written evidence and keep these securely
- Prepare a comprehensive report which includes the facts and potential solutions

The Complaints Co-ordinator

The complaints co-ordinator can be:

- The principal where the concern/complaint is dealt with at stage 1 by the academy
- A member of the Trust infrastructure team where the complaint is dealt with at stage 2

The complaints co-ordinator will:

- Keep the complainant up to date at each stage in the procedure

- Make sure the process runs smoothly by liaising with staff members, the principal and the CEO and chair of trustees as needed.
- Be aware of issues relating to:
 - Sharing third party information
 - Additional support needed by complainants, for example interpretation support
- Keep records of all communications and actions taken in relation to the complaint
- Be the contact point for the complainant and the complaints committee, including circulating the relevant papers and evidence before complaints committee meetings
- Arrange the complaints hearing where needed
- Record and circulate the minutes and outcome of the hearing

Committee chair

The committee chair will:

- Chair the meeting, ensuring that everyone is treated with respect throughout
- Make sure all parties see the relevant information, understand the purpose of the committee, and are allowed to present their case

5. Principles of Investigation

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the complainant feels would put things right

6. Time Scales

The complainant must raise the complaint within 3 months of the incident. If the complaint is about a series of related incidents, they must raise the complaint within 3 months of the last incident.

We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

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.

If at any point we cannot meet the time scales we have set out in this policy, we will:

- Set new time limits with the complainant
- Send the complainant details of the new deadline and explain the delay

7. Complaints about our fulfilment of early years requirements

We will investigate all written complaints relating to the school's fulfilment of the Early Years Foundation Stage requirements, and notify the complainant of the outcome within 28 days of receiving the complaint. The school will keep a record of the complaint (see section 10) and make this available to Ofsted on request.

Parents and carers can notify Ofsted if they believe that the school is not meeting Early Years Foundation Stage requirements, by calling 0300 123 4666, or by emailing enquiries@ofsted.gov.uk. An online contact form is also available at <https://www.gov.uk/government/organisations/ofsted#org-contacts>.

We will notify parents and carers if we become aware that the school is to be inspected by Ofsted. We will also supply a copy of the inspection report to parents and carers of children attending the setting on a regular basis.

8. Procedure - Stages of complaint (not complaints against a principal, member of the executive leadership team, Chief Executive or trustees) made to the academy principal

Stage 1: informal

Complaints and concerns raised should initially be addressed to the academy they relate to. The academy will take all 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 vast majority of concerns and complaints can be resolved informally, often straight away by the class teacher or Principal. The academy aims to ensure that parents feel able to raise questions and concerns with staff without undue formality, either in person, by telephone or in writing. There may be occasions when it is appropriate or helpful for someone to accompany or act on behalf of a parent.

Parents should have an opportunity for informal discussion of their concerns with an appropriate member of staff. This discussion should aim to clarify the nature of the parent's concern and assure them that the academy wishes to hear about it. The discussion should also aim to clarify what kind of outcome the parent is seeking.

Where complainant wishes to raise a complaint this should be done as soon as possible with the relevant member of staff or the principal, either in person or by letter, telephone or email. The DOJO communication system should not be used to raise concerns or complaints. If the complainant is unclear who to contact or how to contact them, they should contact the school office using the email address [info@\[schoolname\].theharmonytrust.org](mailto:info@[schoolname].theharmonytrust.org).

If a stage 1 informal complaint is received directly to the Trust it will be forwarded to the principal of the academy it relates to. The complainant will be made aware of this and a copy of the complaints policy provided electronically which explains process.

Where the concern or complaint is raised with the academy they will acknowledge receipt within 3 school days, and seek to provide a response within 10 school days. Where an investigation is needed the principal will make the complainant aware within the 10 school day period, that more time is needed and agree a time by which a full response will be provided.

The informal stage, which is usually dealt with by the academy, may involve a meeting between the complainant and the principal. At the conclusion of the formal stage, the appropriate person complaint will provide an informal written response. This is usually within 5 school days.

If the complaint is not resolved informally, it will be escalated to a formal complaint at stage 2.

Informal complaints made against members of the Trust infrastructure team such as heads of service will be dealt with using the same process and should be made to info@theharmonytrust.org. Upon receipt these will be forward to the appropriate line manager.

9. Procedure - Stage 2 - Formal Complaint raised to Complaints Coordinator.

Guidelines

The formal stage involves the complainant putting the complaint to the complaints coordinator:

- In a letter or email
- Over the phone
- In person
- Through a third party acting on their behalf

The complainant should provide details such as relevant dates, times and the names of witnesses of events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint. A form to support complainants is provided at Annex B within this policy.

If complainants need assistance raising a formal complaint, they can contact the Trust office via info@theharmonytrust.org to contact the central Trust administration team. Details of all individual academy and the Trust central administration contact point can be found on all academy websites.

The Trust will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 3 school days.

The Complaints Coordinator will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within 10 school days.

The Complaints Coordinator will offer an opportunity for the complainant to meet him/her. The complainant should, if she/he wishes, be allowed to be accompanied by a friend or relative who can speak on his/her behalf. Interpreting facilities will be made available if required.

If necessary, the Complaints Coordinator will interview any witnesses and take statements from those involved. If the complaint concerns a pupil, the pupil will also be interviewed, normally with parent/guardian present. In some circumstances, this may not be possible or appropriate and a senior member of staff with whom the student feels comfortable will attend with him/her. If a member of staff is complained against, the needs of that person will be borne in mind. Advice may need to be sought from professionals or from the EFSA. The Complaints Coordinator will keep written records of meetings, telephone conversations and other documentation.

Once all the relevant facts have been established, the Complaints Coordinator will either write to the complainant or arrange a meeting to discuss or resolve the matter. This meeting will be followed up with a letter summarising the outcome of the meeting. The complainant will be advised in this letter that if they remain unhappy with the outcome, they may appeal to an independent panel.

Formal complaints made against members of the Trust infrastructure team such as heads of service will be dealt with using the same process and should be made to info@theharmonytrust.org. Upon receipt these will be forward to the appropriate line manager.

Where the complainant is not satisfied with the response and wishes to proceed to the next stage of this procedure, they should inform the Trust in writing within 10 school days by contacting info@theharmonytrust.org

Individuals on the Board of Trustees should not become involved during this stage to avoid prejudicing their possible future involvement should they be needed as a panel member. However it may be necessary to make trustees with particular responsibilities such as the SEND or Safeguarding trustee aware of complaints received.

The appeal letter from the complainant should set out the details of the complaint and specify what outcome and/or actions she/he feel would resolve the complaint, and in what ways the previous stage of the procedure has not addressed their complaint sufficiently.

10. Stage 3 – Appeal to an Independent Panel – Guidelines

Complaints only rarely reach this stage of the appeal process.

The aim of the appeal to a panel is to resolve the complaint and achieve reconciliation between the academy and the complainant. However, it may only be possible to establish the facts of a situation and make recommendations about future action, and to satisfy the complainant that their complaint has been taken seriously.

It is important, should a complaint reach the appeal stage that the panel is impartial and independent and is seen to be so. The Chair of Trustees will, therefore, establish a panel to deal with complaints with independent members not involved with the management or running of the academy. At this stage, the Chair of the Panel may wish to seek advice from professional personnel and/or the ESFA.

Complaints that reach the appeal stage will do so because the complainant is not satisfied with the response so far. In this situation it is perhaps helpful for the panel to view any complaint as being against the academy rather than an individual staff member whose actions may have led to the original complaint.

Complainants that are not satisfied with the way in which their complaint has been handled by the academy, will be made aware of the ESFA's complaints system.

The ESFA complaints system can be found at the following Government web page -

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#making-a-complaint>

11. Stage 3 – Independent Panel Procedure

Convening the panel

Complaints will be escalated to the panel hearing stage if the complainant is not satisfied with the response to the complaint at the second, formal, stage.

The panel will be appointed by or on behalf of the Trust and must consist of at least 3 people who were not directly involved in the matters detailed in the complaint. At least 1 panel member must be independent of the management and running of the school. The panel cannot be made up solely of trustee board members, as they are not independent of the management and running of the school.

The panel will have access to the existing record of the complaint's progress .

The complainant must have reasonable notice of the date of the review panel. The clerk will aim to find a date within 20 school days of the request, where possible.

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

Any written material will be circulated to all parties at least 5 school days before the date of the meeting.

At the meeting

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending will be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

At the review panel meeting, the complainant and representatives from the school, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.

The complainant must be allowed to attend the panel hearing and be accompanied if they wish. We don't encourage either party to bring legal representation, but will consider it on a case-by-case basis. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by their union.

Representatives from the media are not permitted to attend.

At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called, as appropriate, to present their evidence.

The panel, the complainant and the school representative(s) will be given the chance to ask and reply to questions. Once the complainant and school representative(s) have presented their cases, they will be asked to leave and evidence will then be considered.

The panel will then put together its findings and recommendations from the case. The panel will also provide copies of the minutes of the hearing and the findings and recommendations to the complainant and, where relevant, the individual who is the subject of the complaint, and make a copy available for inspection by the proprietor and principal.

The outcome

The committee can:

- Uphold the complaint, in whole or in part
- Dismiss the complaint, in whole or in part

If the complaint is upheld, the committee will:

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

The school will inform those involved of the decision in writing within 5 school days.

12 Complaints against the Principal, Members of the Executive Leadership Team, Chief Executive or Member[s] of the Board of Trustees.

Complaints made against the Principal or Chief Executive should be directed to the Chair of Trustees using the email address info@theharmonytrust.org.

Stage 1: informal

Complaints made against a principal, the Chief Executive Officer or any member of the trustee board should be made in writing to info@theharmonytrust.org who will forward complaints made against the principal to the CEO and complaints made against the CEO to the Chair of Trustees. All complaints made against members

of the Trust Executive Leadership Team such as directors and assistant directors should be made to info@theharmonytrust.org and will be forwarded to the CEO.

If the complaint is about the principal, the Chief Executive Officer, a member of the executive leadership team or one member of the Trust board (including the chair or vice-chair), a suitably skilled and impartial trustee will carry out the steps at stage 1 (set out in section 8 above).

Stage 2: formal

If the complaint is:

- Jointly about the chair and vice-chair or
- The entire trustee board or
- The majority of the trustee board

An independent investigator will carry out the steps in stage 2 (set out in section 9 above). They will be appointed by the trustee board and will write a formal response at the end of their investigation.

Stage 3: review panel

If the complaint is:

- Jointly about the chair and vice-chair or
- The entire trustee board or
- The majority of the trustee board

A committee of independent panel members will hear the complaint. They will be sourced from local schools or the local authority and will carry out the steps at stage 3 (set out in section 11 above).

12. Referring Complaints on Completion of the Academy's Procedure

If the complainant believes the school / trust did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the ESFA after they have completed Stage 3.

The ESFA will not normally reinvestigate the substance of complaints or overturn any decisions made by The Harmony Trust. They will consider whether [The Harmony Trust](#) has adhered to education legislation and any statutory policies connected with the complaint and whether they have followed [Part 7 of the Education \(Independent School Standards\) Regulations 2014](#).

The complainant can refer their complaint to the ESFA online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Academy Complaints and Customer Insight Unit
Education and Skills Funding Agency
Cheylesmore House
5 Quinton Road
Coventry
CV1 2WT

We will include this information in the outcome letter to complainants.

13. Unreasonably Persistent Complaints

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

- Has made the same complaint before, and it's already been resolved by following 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 time frames it sets out
- Makes a complaint designed to cause disruption, annoyance or excessive demands on school time
- Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value

Steps we will take

We will take every reasonable step to address the complainant's concerns, and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal (as outlined above) wherever possible.

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 via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term
- Ask the complainant to engage a third party to act on their behalf, such as [Citizens Advice](#)
- Put any other strategy in place as necessary

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 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. We will also explain that we will still consider any new complaints they make.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from our school site.

14. 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 hadn't 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 DfE if they are dissatisfied with our original handling of the complaint

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

15. Complaint campaigns

Where 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:

- Publishing a single response on the school website
- Sending a template response to all of the complainants

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

16. Complaints made directly to OFSTED, DfE, Local Authority (or other external bodies)

We urge any concern or complaint to come through the academy in the first instance. On occasion, a complaint is made directly to OFSTED and is reported to us via the Local authority. In such cases, we will investigate the complaint as per our complaints policy (or safeguarding policy where it is a safeguarding allegation against a member of staff). The Trust central team will be made aware of the complaint but the investigation will, in usual circumstances be undertaken by the academy senior leadership.

17. Record Keeping

Both the academies and the Trust will record the receipt and progress of all concerns and complaints raised, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls. The Trust provides a guidance manual to ensure consistent recording of all concerns and complaints made by principals and the Trust overall. Template letters are included within the Guidance Manual for Academies to support the implementation of policy and procedures.

This materials recorded will be treated as confidential and held centrally, 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 a body conducting an inspection under section 109 of the 2008 Act Education & Skills Funding Agency, Cheylesmore House, 5 Quinton Road, Coventry CV1 2WT requests access to them.

The complainant may 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.

The details of the complaint, including the names of individuals involved, will not be shared with the whole trustee board in case a review panel needs to be organised at a later point but trustees with particular responsibilities such as safeguarding will be made aware as appropriate.

Where the trustee board is aware of the substance of the complaint before the review panel stage, the school will (where reasonably practicable) arrange for an independent panel to hear the complaint.

Complainants also have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The decision to approve this request is made by the trustee board, who will not unreasonably withhold consent

18. Learning Lessons

The complaints coordinator and/or the Executive Leadership Team of The Harmony Trust will review any underlying issues raised by complaints with the executive principal/principal where appropriate, and respecting confidentiality, determine whether there are any improvements that the academy or Trust can make to its procedures or practice to help prevent similar events in the future.

19. Trust Monitoring of Complaints Received

The Harmony Trust monitors all complaints received to ensure policy compliance and that as a Trust we identify all opportunities for improvement in our practice and provision. To facilitate this, details of all complaints received to each academy and to the Trust centrally are collated by the Complaints Coordinator and analysed to ensure policy compliance and to identify any issues raised which should result in a change of practice either temporarily or long term. A termly, anonymised report is provided for trustees via the Audit and Risk Committee, to keep them informed of the aspects of provision that are the subject of complaints, whether they have been successfully resolved and at what stage in line with this policy and any modifications made to practice as a result of complaints received. Additionally the Complaints Coordinator will inform the CEO with the commencement and details of any stage 3 complaints.

The policy will be reviewed by the complaints coordinator and executive leadership team every 2 years as recommended by the DfE. At each review the policy will be approved by trustees.

20. Links with other Policies

Policies dealing with other forms of complaints include:

- Safeguarding policy and procedures
- Admissions policy
- Exclusions policy
- Data protection policies
- Staff grievance procedures
- Staff disciplinary procedures
- SEN policy and information report
- Complaints Guidance Manual for Academies
- Inclusion policy
- Privacy notices

21. Data Protection Statement

The procedures and practice created by this policy have been reviewed in the light of our Data Protection Policy.

All data will be handled in accordance with the school's Data Protection Policy.

Data Audit for this Policy					
What ?	Probable Content	Why ?	Who ?	Where ?	When ?
Complaints policy	Name, address, personal information related to the complaint,	Required to be retained as part of complaints process	Principal / SLT, Trust central team, staff or other representative as required as part of the complaints process	Kept on file at academy (and Trust central where appropriate)	Held on file until child leaves school.

As such, our assessment is that this policy:		
Has Few / No Data Compliance Requirements	Has A Moderate Level of Data Compliance Requirements	Has a High Level Of Data Compliance Requirements
	✓	

22. Equality Impact Assessment

Under the Equality Act 2010 we have a duty not to discriminate against people based on their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation. This policy has been equality impact assessed and we believe it is in line with the Equality Act 2010 and it is fair, it does not prioritise or disadvantage any pupil and it helps to promote and encourage equality in our academies.

23. ANNEX A - Dealing with Complaints about Racism in Schools

Racist Behaviour to a Child or Student

- The procedures to be followed are stipulated in the guidance on reporting bullying as identified by the nine characteristics of the Equality Act 2010.

Racist Incident Alleged Against Academy Staff

- The report/complaint should be made to the Principal/Head of Academy, or if the Principal/Head of Academy is the subject of the report/complaint, to the Chief Executive of the Trust.
- As racism is a disciplinary offence, the normal disciplinary procedures are followed.

Institutional Racism

- Parents who perceive that racist practice or policies are operated by the academy should pursue these through the General Complaints Procedure.

ANNEX B – Formal Complaint Form [for optional use as paper or electronic copy]

Harmony Trust – Making a Formal Complaint Proforma

Name of Academy	
Your name	
Pupil's name	
Your relationship to pupil	
Your address and postcode	
Your daytime telephone number	
Your evening telephone number	
Your email address	

Please give details of your complaint, including whether you have spoken to anybody at the academy about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, give details here

Your signature	
Date	

All functions of the complaint's procedure must adhere to the requirements of the General Data Protection Regulations (GDPR) 2018 and the Freedom of Information Act 2000.

Please complete and return to the academy office in a sealed envelope addressed to the Principal

Academy Office use –

Date Received.....

Date acknowledgement of complaint sent

.....

Copy of Complaints Policy Provided

By who.....

Complaint referred to:

.....

Date.....