
Title of Policy/Procedure

Third Party Complaints Procedure

Reviewer(s):

Chief Executive Officer/Head of Governance

To be read in conjunction with the following policies:

N/A

Consultation Process

Policy Date:

July 2023

Review Date:

July 2026

This policy has been ratified by:

Trust Board

Complaints Procedure

1. The Blue Kite Academy Trust and its schools aim to settle the majority of complaints quickly and satisfactorily by the Senior Leadership Team of the School or the CEO of the Trust. The complaint may be resolved quickly by way of an apology or by an acceptable explanation to the individual.

2. There are three stages to the complaint's procedure:

- Stage One – the complaint
- Stage Two – investigation
- Stage Three – appeal

Stage One - Complaint

The complaint can be written or if the individual prefers they can tell someone who will write it down for them. The complainant will need to sign it. A complaint form is available to use. See appendix 1

Individuals wishing to make a complaint about a school should contact the Headteacher, details of which can be found on the school's website or the BKAT website <https://bluekitetrust.org.uk/welcome/>

If the complaint is about the Blue Kite Academy Trust, a Headteacher within the Blue Kite Academy Trust or any trustee or governors they should contact the CEO via their PA admin@bluekitetrust.org

If the complaint is about the CEO they should contact the Chair of Trustees via admin@bluekitetrust.org

The complaint should include the complainants name and address, the nature and date of the complaint and how they want to see it resolved.

On receipt, each complaint will be logged on the complaints register. Complainants will receive an acknowledgement within 5 school days of receipt of a signed complaint.

Stage Two - Investigation

All complaints at this stage will be dealt with by:

- the Headteacher or member of the Senior Leadership Team
- the Chief Executive Officer (or their representative) if the complaint is against the Trust, a Headteacher, trustees or governors
- a panel of Trustees if the complaint is against the CEO

If they need to meet with the complainant, they will do so within 15 school days of receiving the written complaint.

Complaints will be fully investigated, and a written response provided to the complainant by the investigator within 15 school days of the written complaint being received or if a meeting has been held the date of the meeting.

The complainant will receive written confirmation of the outcome of any investigation any recommendations/remedies made, such as reviewing of policies, staff development and training or appropriate improvement to our services.

Where the complaint is upheld an apology will be offered.

Occasionally investigations may take longer, particularly if the complaint is complex. Should this be the case the complainant will be kept fully informed of revised timescales.

If an individual remains dissatisfied with the outcome from Stage Two they can appeal within 10 school days of the date of the outcome and progress to Stage Three.

Stage Three - Appeal

If the complaint cannot be resolved to the complainant's satisfaction at stage two, or if the Headteacher feels that the complaint is of a very serious nature then it will be referred to the Chief Executive Officer.

If the complaint originally went to the Chief Executive Officer (or their representative) the complaint will be referred to the Board of Trustees.

If the complaint was originally referred to the Board of Trustees then the next stage would be the Education and Skills Funding Agency (see below).

The Chief Executive Officer or appropriate Trustee will acknowledge receipt within three working days, they will review the Stage Two investigation and recommend one of the following actions within 15 school days (from the date the complainant stated they wanted to take the complaint to stage 3):

- Uphold the action taken at Stage Two
- Make changes to the Stage Two recommendation/actions

The complainant should be informed in writing of the outcome of stage three, the decision reached about this complaint will then be final.

If the complainant believes the 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 Blue Kite Academy Trust. They will consider whether the school 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

3. Anonymous complaints

Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

4. Data protection

To process a complaint the school or Trust will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applied or allegations are made which involve the conduct of third parties.

The school/Trust will normally destroy complaints files in a secure manner six years after the complaint has been closed.

5. Monitoring

Complaints are an important tool which, alongside data provided by exit interviews, and stakeholder surveys, will allow us to evaluate the Trust and its schools. They provide a useful source of information about how individuals view the Trust. To ensure we can learn from complaints the following data will be collected:

- Name and address
 - Name of person dealing with the complaint
 - Date of complaint and response
 - Nature of complaint
 - Action(s) taken/recommendations made in response to the complaint.
- Lessons learnt

Complaints information will be considered on a regular basis by Blue Kite Academy Trust Board of Trustees. Wherever possible the data will be used to improve and develop the Trust.