Owlcotes Multi-Academy Trust

Complaints Policy

Reviewed: October 2026

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About Owlcotes Multi-Academy Trust (OMAT)

OMAT is committed to the development of inclusive schools, sharing a common purpose to provide excellent education and improve outcomes for pupils.

OMAT strives to provide high-quality education for all children within our local communities by inspiring innovation, creativity and aspiration through an enriched curriculum.

OMAT is committed to the principles of co-operation, collaboration and sharing best practice with a strong focus on staff development.

OMAT is also committed to the preservation of the unique identity of all schools within the trust: each school will have a Local Governing Board (LGB) which is involved in decision making at school level, with autonomy to make decisions for its own school – in line with the scheme of delegation.

1. Policy Statement

a. This policy statement sets out Owlcotes Multi-Academy Trust's approach to dealing with parental concerns and complaints. Further details are contained in appendices 1 and 2 which you can obtain on request from the school or Owlcotes trust office.

b. We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.

c. We develop policies and make decisions in the best interests of all pupils and the effective operation of the school. School policies are agreed by the governing board and implementation of these policies, and operational decision making, is the responsibility of the school. Examples of these decisions are included in appendix 3.

d. We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.

e. We will treat all concerns and complaints seriously and courteously and will advise parents and others of Owlcotes Multi-Academy Trust's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the Owlcotes Multi-Academy Trust community. In particular, any disagreement with Owlcotes Multi-Academy Trust and its respective schools should not be expressed inappropriately or in front of pupils.

f. All school staff and members of each school's Local Governing Board, will receive a copy of this policy statement and will be familiar with Owlcotes Multi-Academy Trust's procedures for dealing with parental concerns and complaints, to which they will have access as required. The policy is available on request to parents.

g. Owlcotes Multi-Academy Trust's procedures will be reviewed regularly and updated as necessary.

h. Staff and governors will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups, such as the office staff or members of the Local Governing Board.

i. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, in rare circumstances use our

discretion to close a complaint before all the stages of Trust's procedures have been exhausted, when this is appropriate and in line with the procedure in this policy.

j. Complaints should be lodged promptly, or at least within 3 calendar months of the incident. If a complaint is received after this time, unless there are exceptional circumstances, the Trust will take no further action.

k. The government advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations. The role of the Department for Education and the role of Ofsted in the handling of concerns and complaints is set out in Owlcotes Multi-Academy Trust's procedures.

2. Procedure for Dealing with Complaints

The majority of concerns from parents, carers and others are handled under the following procedures.

To ensure that you receive an effective response it would be helpful if you:

- Co-operate with the school in seeking a solution to the complaint.
- Express the complaint and outcome sought in full as early as possible.
- Respond promptly and fully to requests for additional information, meetings or in agreeing the scope and details of the complaint.
- Ask for assistance if needed.
- Treat all those involved in the complaint with respect.

The procedure is divided into three stages;

- **The Informal stage (Stage 1)** aims to resolve the concern through informal contact at the appropriate level in school.
- **Stage 2** is the first formal stage at which written complaints are considered by the Headteacher (who may delegate to an Investigating Officer) or Chair of Governors (who may delegate to the designated complaints governor).
- **Stage 3** is the next stage once stage 2 has been exhausted. It involves presenting your case to a hearing of an independent complaints appeal panel of governors/trustees.

How each of these stages operates is explained in the sections below.

3. Stage 1 (Informal Stage): Initial Contact with an Owlcotes Multi-Academy Trust School

Many concerns will be dealt with when you make them known to us. The first point of contact could be your child's class teacher or a member of the school admin team. However, depending on the nature of the complaint, the first point of contact may be a different member of the team including the Key Stage Leader, Deputy Headteacher or Headteacher. A complaint about a member of staff should always be directed to the Headteacher.

Once your concern is made known to us, we will see you, or contact you by telephone or in writing, as soon as possible. All members of staff know how to refer to the appropriate person with responsibility for your particular issues. He or she will make a clear note of the details and will check later to make sure that the matter has been followed up.

Any actions or monitoring of the situation that has been agreed will be communicated clearly.

If necessary, we will contact appropriate people who may be able to assist us with our enquiries into your concern.

We will normally update you on the progress of our enquiries within ten school days. Once we have responded to your concern, you will have the opportunity of asking for the matter to be considered further if you wish.

If you are still dissatisfied, your concern / complaint will become a formal complaint and we will deal with it at the next stage.

4. Stage 2: Formal Consideration of your Complaint

This stage in our procedures deals with complaints where the complainant is not happy with the outcome of the Stage 1 (informal Stage) when dealing with your concern, as outlined above. If you have not attempted to resolve your complaint at stage 1, it will be referred back to that stage in the procedure before a formal complaint will be considered.

a. Normally your complaint should be addressed to the Headteacher, who may then appoint an Investigating Officer. Please complete appendix 2a, a copy of which is available from the school/trust office.
b. If, however, your complaint concerns the Headteacher, appendix 2a should be sent to school marked "Private and Confidential for the attention of the Chair of Governors". In order to maintain impartiality for a potential appeal hearing, the Chair of Governors may delegate investigation of the complaint to the designated complaints governor or to an investigator who is independent from the school.
c. Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the CEO via the Trust office.
d. Complaints against the Trust Central Team staff (except the CEO) should be addressed to the CEO via the Trust office.
e. Complaints about the Chief Executive Officer (CEO) or a Trustee of the Trust, should be addressed to the Chair of Trustees, via the Trust office.
f. Complaints about the Chair of Trustees, should be addressed to the Owlcotes Multi-Academy Trust Members, via the Trust office.

Your complaint will be acknowledged as soon as possible after receiving it. This will usually be within **3 school days**.

Normally we would expect to respond in full within **15 school days** but if this is not possible, we will write to explain the reason for the delay and let you know when we hope to be able to provide a full response. As part of our consideration of your complaint, we **may** invite you to a meeting to discuss the complaint and fill in any details required. If you are invited to a meeting, you can ask someone to accompany you to help you explain the reasons for your complaint if you wish.

The person investigating the complaint may also be accompanied by a suitable person if they wish.

Following the meeting, the person investigating the complaint will, where necessary, talk to witnesses and take statements from others involved. If the complaint centres on a pupil, we may talk to the pupil concerned and, where appropriate, others present at the time of the incident in question.

If the complaint is about a member of staff, it will be dealt with under Owlcotes Multi-Academy Trust's internal confidential procedures, as required by law.

Written and dated records of all meetings and telephone conversations, and other related documentation will be kept throughout.

Once we have established all the relevant facts, we will provide a response to your complaint, this will usually be in writing. This response will give an explanation of the person investigating the complaint's decision and the reasons for it. If follow-up action is needed, we will indicate what we are proposing to do. We may invite you to a meeting to discuss the outcome of the complaint as part of our commitment to building and maintaining good relations with you.

The person investigating the complaint may decide that we have done all we can to resolve the matter, in which case we may use our discretion to close the complaint at this point. Please see below for further information about this process.

If you believe that the policy has not been followed, has been conducted unfairly or that the investigation was flawed, you may request to have your complaint considered by a panel (Stage 3), as described below.

5. Stage 3: Panel Hearing

If your complaint has already been through Stage 1 and Stage 2 and you believe that the complaint has not been handled in line with this policy, you can request that the complaint is considered by an appeal panel. This is a formal process, and the ultimate recourse at school level. Disagreeing with the outcome at Stage 2 is not sufficient grounds for undertaking a review under this part of the procedure.

The purpose of the appeal panel hearing is to give you the chance to present your views in front of a panel who have no prior knowledge of the details of the case and who can consider it without prejudice.

The aim of a panel however, is not to rehear the complaint. It is there to review how the complaint has been investigated and to determine whether this has been conducted fairly. It is there to establish facts and make recommendations that will reassure you that we have taken the complaint seriously.

6. The Appeal Panel Operates According to the Following Formal Procedures

If you wish to appeal the outcome of a formal complaint in a panel hearing, you should inform the Chair of Governors (or in the case of a complaint about a central team employee, the Chair of Trustees) in writing within **10 school days** of receiving the stage 2 response. The Appeal Panel is there to review **how** the complaint has been investigated and to determine whether it has been conducted fairly and objectively it is **not to rehear the complaint**. This is a formal procedure, and the ultimate recourse at school/Trust level. If you wish to appeal you should complete Appendix 1B of this policy and provide the following information:

- The reasons for progressing to Stage 3;
- A description of how, in your opinion, the complaint could be resolved.

Once we have received your fully completed stage 3 hearing request, an appeal panel will be convened which will comprise of at least three people who were not directly involved in the matters detailed in the complaint (or its investigation at stage 1 and 2). At least one of whom will be independent of the

operational management of the school, for example, this may be a governor from another school, or a trustee from within OMAT, or a governor/trustee from another Trust. If the complaint is about the Chair of Trustees, or the majority of the Trust Board then the Members from the Trust will organise and convene an independent panel.

We aim to arrange for the appeal panel meeting to take place within **20 school days** of receiving your appeal letter. You will be asked whether you wish to provide any further documentation in support of your appeal.

The Headteacher /complaint investigator will be asked to prepare a pack of the documentation related to the investigation and outcome for the panel. The panel can request additional information from other sources if necessary.

You will be informed, at least **5 school days** in advance, of the date, time and place of the meeting. You will receive any relevant correspondence or reports regarding stage 1 of the complaint.

The letter will explain what will happen at the panel meeting and that you are entitled to be accompanied to the meeting and that you are able to submit additional information at least 3 days in advance of the meeting. The choice of person to accompany you is your own, but it is usually best to involve someone in whom you have confidence but who is not directly connected with Owlcotes Multi-Academy Trust. The person accompanying you cannot be a legal representative. They are there to give you support but also to witness the proceedings and to speak on your behalf if you wish.

If it is necessary, in the interests of ratifying the investigative process, the complaint investigator may, with the agreement of the chair of the panel, invite relevant witnesses directly involved in matters raised by you to attend the meeting.

The chair of the panel will bear in mind that the formal nature of the meeting can be intimidating for you and will do his or her best to put you at your ease.

As a general rule, no evidence or witnesses previously undisclosed should be introduced into the meeting by any of the participants. If either party wishes to do so, the meeting will be adjourned so that the other party has a fair opportunity to consider and respond to new evidence.

During the meeting there will be opportunities for:

- The panel to hear you explain your case and argument for why it should be heard at stage 3.
- The panel to hear the complaint investigator's case in response.
- You to raise questions via the chair.
- You to be questioned by the complaint investigator through the chair.
- The panel members to be able to question you and the complaint investigator.
- You and the complaint investigator to make a final statement.

The purpose of the appeal is to resolve the complaint and achieve reconciliation between the school and the complainant. However, it has to be recognised that the complainant might not be satisfied with the outcome. It may only be possible to establish the facts and make recommendations which will satisfy the complainant that his or her complaint has been taken seriously.

In closing the meeting, the chair will explain that the panel will now consider its decision and that written notice of the outcome will be sent to you and the Headteacher within **3 school days**. All participants other than the panel and the clerk will then leave.

The panel will then consider the complaint and all the evidence presented in order to:

- Uphold the decision on the complaint.
- Uphold the decision on the complaint in part.
- Judge that the decision was incorrect and decide on the appropriate action to be taken which may include recommendations to make changes to systems, policies or procedures to ensure that similar problems do not happen again.

If you would like to have a copy of the meeting minutes, it would be helpful if you could indicate this in advance. If the panel agrees that the minutes can be copied to you, the clerk will be asked to maintain confidentiality in the minutes.

We will keep a copy of all correspondence and notes on file in the school's records but separate from pupil's personal records. The panel will ensure that findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Findings and recommendations of the panel will be available for inspection on the school premises by the proprietor and the Headteacher.

7. Closure of Complaints

We will do all we can to help to resolve a complaint against one of Owlcotes Multi-Academy Trust's schools but sometimes it is simply not possible. Very occasionally, the school will feel that it needs, regretfully, to close a complaint where the complainant is still dissatisfied.

If, despite all stages of the process having been followed, you remain dissatisfied and you try to re-open an issue which has already been dealt with under this policy, the Trust/school will inform you, in writing, that the procedure has been exhausted and the matter is closed.

If a complainant persists in making representations to the school – to the Headteacher, designated complaints governor, Chair of Governors, trustees or anyone else, this can be extremely time-consuming, creates significant workload for staff and can detract from our responsibility to look after the interests of **all** the children in our care.

For this reason, we are entitled to close correspondence (including personal approaches, letters and telephone calls) on a complaint where we feel that we have taken all reasonable action to resolve the complaint.

Where further correspondence is received on the same matter, this may be considered vexatious and there will be no obligation on the part of the Trust/school to respond.
If an individual persists to the point that may constitute harassment, then the trust will seek legal advice.

8. Unreasonable Complaints

A complaint may be regarded as unreasonable where a complainant:

a. Refuses to support the investigation process, changes the basis of the complaint as the investigation proceeds, or provides false information.

b. Makes ongoing, persistent or unjustified complaints;
c. Makes a new complaint which is in effect a persistent complaint because it covers a wider issue that has previously been through the complaints process.
d. Insists upon pursuing unmeritorious complaints
e. Seeks unrealistic outcomes;
f. Uses threatening, intimidating or offensive language or behaviour towards staff;
g. Where details of the complaint or members of staff involved are published or shared using social media.

Where the school/ trust has taken every reasonable step to address the complainant's concerns and the complaint or complainant is deemed to be unreasonable, the Headteacher/Chair/Owlcotes MAT representative will write to the complainant outlining the reason and explaining why the complaint will not be further investigated. Complainants may ask for this decision to be reconsidered in writing within 10 days of receiving this letter.

If a complainant's behaviour is causing a significant level of disruption, including repeated contacts making substantially the same points each time then the school/trust will consider implementing a communication strategy which may include:

- Restricting the complainant to a single point of contact via an office email address;
- Limit the number of times they can make contact, such as a fixed number of contacts per term;
- Determining a specific method of contact for a period of time.

Appendix 3 provides additional information regarding closure of complaints and unreasonable complaints

9. The Role of Owlcotes Multi-Academy Trust

Where a complainant contacts the Trust regarding a complaint against a school, the complainant will be advised to raise their concerns in the first instance with the school, in line with this complaints policy**.**

Where appropriate, details of the concern may also be passed on to other officers within Owlcotes Multi-Academy Trust who may provide assistance regarding the matter.

If there are safeguarding issues, then information will be passed on to the relevant agencies.

10. The Role of Ofsted

Ofsted have the power to consider some complaints made in writing about schools.
Ofsted will not usually consider a complaint if the complainant has not first followed the Owlcotes Multi-Academy Trust's complaints procedure.

Ofsted can investigate complaints related to a school and Owlcotes Multi-Academy Trust as a whole, e.g.;

- The school is not providing a good enough education for its pupils.
- The school is not well-led and managed or is wasting money.

Ofsted will not usually investigate any complaint related to individual pupils.

Ofsted cannot consider complaints where there are other statutory ways of pursuing them.
Ofsted **do not**:

- Investigate incidents that are alleged to have taken place.

- Judge how well a school has investigated or responded to a complaint.
- Mediate between a complainant and a school to resolve a dispute.

11. Further Pursuit of a Complaint Following an Appeal Hearing

Where a complainant has been through Owlcotes Multi-Academy Trust's complaints procedure and 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 DfE after they have completed Stage 3.

The DfE will not normally reinvestigate the substance of complaints or overturn any decisions made by the appeal panel but will consider whether the school / 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.

Unless a school/the Trust is shown to have behaved unreasonably or not to have followed their own procedures then no further action can be taken, as the Trust is empowered to deal with many issues without reference to either the local authority or the Secretary of State

The complainant can refer their complaint to the Department for Education by following this link: https://customerhelpportal.education.gov.uk/
or by writing to:
Ministerial and Public Communication Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

12. Communications

A copy of this policy will be made available on the Owlcotes Multi-Academy Trust website and the website of each school within the Trust.

A written record will be kept by the school of all formal complaints, and of whether they are resolved at the stage 2 or proceed to a panel hearing, along with what actions have been taken, regardless of the decision. This information will be reported to the school's Local Governing Board or to the Board of Trustees.

All correspondence statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them. Records of complaints will be kept for a minimum of 6 years.

Policy Flowchart

Stage 1 Informal stage. Concerns are ideally raised, initially, at the appropriate level in school and a resolution is sought without activating the policy further. All concerns raised are treated with the utmost importance. A response to concerns raised at this level should be sent **within 10 school days**.

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Stage 2 complaint is received. The complaint should be raised by completing Appendix 1a and returning this to the appropriate level in school. Complaint will be acknowledged as soon as possible - usually be **within 3 school days**. A response to concerns raised at this level should be sent **within 15 school days** but if this is not possible, school must write to explain the reason for the delay and timeframe for a response.

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Stage 3 appeal is received. The appeal should be raised by completing Appendix 1b and returning this to the appropriate level in school. Should the complainant with to appeal the outcome of a stage 2 complaint, they must do so **within 10 school days** of receiving the stage 2 response. The appeal panel meeting to take place within **20 school days** of receiving the stage 3 appeal. The complainant has the right to provide any further documentation in support of their appeal **up to 3 days** prior to the meeting. The complainant must be informed **at least 5 school days** in advance, of the date, time and place of the meeting – along with receiving the bundle of evidence commensurate with the meeting. Written notice of the outcome of the outcome will be sent to the complainant **within 3 school days**.

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If all stages of the process having been followed and a concern has dealt with under this policy, the Trust/school will the complainant that the procedure has been exhausted and the matter is closed.

Ensure the complaint correspondence is clearly addressed for the correct level in school or at the MAT.

- Complaint regarding a member of school staff, apart from the Headteacher: Addressed for the attention of the Headteacher.
- Complaint regarding the Headteacher: Addressed "Private and Confidential for the attention of the Chair of Governors". School staff should ensure that the CoG is notified as soon as correspondence of this nature is received in school.
- Complaint regarding a member of a school's Local Governing Board, including the Chair, or the LGB as a whole: Addressed for the attention of the Owlcotes Multi-Academy Trust CEO and sent to the central team email or office.
- Complaint regarding a member of the MAT central team, apart from the CEO: Addressed for the attention of the Owlcotes Multi-Academy Trust CEO and sent to the central team email or office.
- Complaint regarding the Owlcotes Multi-Academy Trust CEO: Addressed "Private and Confidential for the attention of the Chair of the Board of Trustees" and sent to the central team email or office.
- Complaint regarding the Chair of the Owlcotes MAT Board of Trustees: Addressed "Private and Confidential for the attention of the Owlcotes Multi-Academy Trust Members" and sent to the central team email or office.

Appendix 1: School Decisions Outside the Scope of this Policy

School leaders and governing boards have the authority and professional responsibility to develop policies and make decisions in the best interests of all pupils and the effective operation of the school. This position is supported by education law and Department for Education (DfE) guidance.

Examples of Non-Negotiable Decisions in school are:

- Class allocation, grouping of pupils and teacher allocation.
- Behaviour Policy and management decisions, including sanctions.
- Teaching methods, contents and learning resources.
- Homework.
- Extra-curricular provision, including clubs, trips, and enrichment opportunities.
- Allocation and deployment of staff and resources to meet the needs of pupils.
- Educational visits, including decisions about venues and cost.
- Health and safety protocols and safeguarding procedures that protect pupils and staff.
- Statutory or local government processes or regulations, such as school admissions or attendance coding.

Appendix 2a: Stage 2 Complaint Form

Please complete the form below and return to the school office, Headteacher, or Chair of Governors – depending on the nature of the complaint, if you are dissatisfied with the outcome of the Stage 1 (informal Stage) in dealing with your concern. The recipient will acknowledge receipt and explain what action will be taken next.

School Name:	
Your name:	
Child's name (if applicable):	
Your relationship to the child:	
Address:	
Daytime contact number:	
Evening contact number:	

Please give details of your complaint:
What action, if any, have you already taken to resolve your complaint informally in line with this policy? (I.e., who did you speak to and what was the response)
What action(s) do you feel might resolve the matter at this stage?
Are you attaching any paperwork? (If so, please give details)

Signature: …….

Date: …….

OFFICIAL USE
Date acknowledgement sent:
By who:
Complaint referred to:
Date:

Appendix 2b: Stage 3 Complaint Form

Please complete the form below and return to the school c/o the Chair of Governors. The recipient will acknowledge receipt and explain what action will be taken next.

Please use this form if your complaint has already been through stage 1 and you are not happy with the way in which the complaint has been handled.

The purpose of stage 3 is not to re-hear the complaint but to review **how** the complaint has been investigated and to determine whether this has been conducted fairly. It is there to establish facts and make recommendations that will reassure you that we have taken the complaint seriously.

School Name:	
Your name:	
Child's name:	
Your relationship to the child:	
Address:	
Daytime contact number:	
Evening contact number:	

Please give details of your complaint:
What is the reason for progressing your complaint to stage 3 of this policy? Please consider that your complaint will not be re-heard as part of the stage 3 procedure.
What are your comments in regard to the stage 2 investigation procedure?

How, in your opinion, can your complaint could be resolved at this stage?
Are you attaching any paperwork? (If so, please give details)

Signature: …….

Date: …….

OFFICIAL USE
Date acknowledgement sent:
By who:
Complaint referred to:
Date:

Appendix 3: Information Regarding Closure of Complaints

Owlcotes Multi-Academy Trust is committed to dealing with all complaints fairly and impartially, and to provide a high-quality service to those who complain.

We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is unreasonable, abusive, offensive or threatening.

A complaint may be regarded as unreasonable when the person making the complaint: -

1. Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought, despite offers of assistance;
2. Refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved;
3. Refuses to accept that some issues are not within the scope of a complaints procedure;
4. Insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
5. Introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered;
6. Makes unjustified complaints about staff who are trying to deal with the issues and seeks to have them replaced;
7. Changes the basis of the complaint as the investigation proceeds;
8. Repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
9. Repeatedly making formal complaints on a similar theme to those previously investigated;
10. Makes a new complaint which is deemed in effect a persistent complaint because it covers a wider issue that has previously been through the complaints process;
11. Refuses to accept the findings of the investigation into that complaint where the school's/Trust's complaint procedure has been fully and properly implemented and completed;
12. Seeks an unrealistic outcome;
13. Makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with;
14. Uses threats to intimidate;
15. Uses abusive, offensive or discriminatory language or violence;
16. Knowingly provides falsified information; or publishes unacceptable information on social media or other public forums.

Complainants should limit the numbers of communications with a school while a 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 outcome being reached.
If the behaviour continues the Headteacher/Chair of Governors/representative from Owlcotes will write to the complainant explaining that their behaviour is unreasonable and asking them to change it.

For complainants who excessively contact the school or Owlcotes MAT, we may specify methods of communication and limit the number of contacts in a communication plan as detailed in the policy. This will usually be reviewed after 6 months.

In response to any serious incident of verbal threats, aggression or violence, the concerns and actions taken will be put in writing immediately and the police may be informed. Actions may include banning an individual from the school or Owlcotes MAT premises.

This Complaints Policy was adopted by Owlcotes Multi Academy Trust on 30/09/2018

Chair of Trustees: Mrs Judith Norfolk		
Signature:		**Judith Norfolk**
Frequency of review:	Annually	
To be reviewed and approved by:	OMAT Full Board	
Date of next review:	October 2027	

REVIEW RECORD

Date of review	Reason for review	Date of next review
17/10/2024	Addition of Appendix 2. Amendments to sections 4, 6, 7 and 8.	October 2025

Name:		Signature:	

on behalf of OMAT Full Board

Date of review	Reason for review	Date of next review
16/10/2025	Amendment to titles of stage 1, stage 2 and stage 3. Addition of policy flowchart.	October 2026

Name:			

on behalf of OMAT Full Board

Date of review	Reason for review	Date of next review
22/10/2026	Agreed review schedule.	October 2027

Name:		Signature:	

on behalf of OMAT Full Board