



UP HOLLAND
HIGH SCHOOL
Dedicated to Excellence

Complaints Policy

Scope of the policy	This policy applies to all of the school community
Last reviewed	April 2026
Next review due	April 2029
Summary of key changes	Adopted Trust-wide policy
Approved by LGB	6 May 2026

UP HOLLAND HIGH SCHOOL COMPLAINTS POLICY

COMPLAINTS POLICY STATEMENT

1. Compliance

1.1. This complaints policy statement has been drafted with regard to the following statutory provisions and guidance:-

1.1.1. Education (Independent School Standards) (England) Regulations 2014

1.1.2. Education and Skills Funding Agency's guidance, "Best practice guidance for academies complaints procedures" 16 July 2021

2. About this policy

2.1. Up Holland High School ("the Academy") is committed to attaining and maintaining the highest standards achievable. It is part of the Everyone Matters Schools Trust ("the Trust").

2.2. There can be occasions when matters fall short of the required standard. This complaints policy has been prepared to allow those with issues to raise them with the Academy, and provides a set of stages for how complaints will be dealt with in an efficient and fair way.

2.3. Complainants must raise a complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. The Academy or the Trust (as the case may be) may consider complaints made outside of this time frame only if exceptional circumstances apply.

2.4. There are three stages to the Academy's complaints policy. It is the Academy's aim to ensure that the vast majority of complaints raised are dealt with informally at Stage One.

2.5. In the event that the complaint cannot be resolved at an informal level, this policy sets out a formal procedure for complaints to be investigated and resolved.

2.6. "Academy days" means a school day during term time and does not include inset days, weekends, bank or public holidays or any other days that are outside term time. For the avoidance of doubt and ease of operation, complaints about the Trust will also be subject to Academy days

2.7. Whilst this policy permits a complainant to be joined by a representative at any stage 2 or stage 3 meeting, legal representation is discouraged.

2.8. Anonymous complaints will not be accepted. However, the Headteacher / Principal or Chair of the Local Governing Board may determine that the information provided warrants an investigation outside of this complaints policy.

2.9. All parties must observe mutual dignity and respect throughout the complaints policy's procedures.

2.10. For the avoidance of doubt, electronic recordings that have been obtained covertly and without the informed consent of all parties being recorded, will not be accepted, or considered as evidence.

3. Who this policy applies to

3.1. This policy applies to parents and individuals who have a complaint regarding the pupils, employees, governors, trustees, premises of the Academy, whether they are a parent or guardian of a pupil, or a member of the Academy's local community ("the Complainant").

3.2. This policy does not apply to complaints arising from:

3.2.1. admissions;

3.2.2. child protection and safeguarding investigations;

3.2.3. exclusions;

3.2.4. school re-organisation proposals;

3.2.5. services provided by third party suppliers/contractors who may use the Academy's or trust premises;

3.2.6. employee grievances and disciplinary procedures;

3.2.7. withdrawal from the curriculum;

3.2.8. statutory assessment of special educational needs and education, health and care plans; and,

3.2.9. whistleblowing.

3.3. The Academy reserves the right to reject a vexatious complaint. Vexatious complaints may be characterised (but are not limited to) the following:

3.3.1. complaints which are obsessive, persistent, harassing, prolific, repetitive;

3.3.2. insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason;

3.3.3. insistence upon pursuing meritorious complaints in an unreasonable manner;

3.3.4. complaints which are designed to cause disruption or annoyance; and/or

3.3.5. demands for redress that lack any serious purpose or value.

4. Stage One – informal

- 4.1. The Complainant should first approach the class teacher of the pupil concerned or alternatively another member of the Academy's employees ("Member of Staff"). If the Complainant is not a parent or guardian of a pupil, they should direct their complaint to the Headteacher / Principal.
- 4.2. The Complainant may raise their complaint in person, by telephone or in writing.
- 4.3. The Complainant should be prepared to give details of the circumstances which have given rise to the complaint that they wish to raise, and express how they would like the matter to be dealt with or how they see a resolution being achieved. It may be necessary to put these details in writing ("the Complaint").
- 4.4. There may be some occasions where the Complaint can be resolved on the spot. If that is achievable, details of the concern and the resolution will be recorded by the Member of Staff for monitoring purposes.
- 4.5. There may be some complaints which require further enquiries, with accounts being taken from other parties involved. The Member of Staff dealing with the Complaint at Stage One will make a record of the issues raised, and will carry out those enquiries. The Member of Staff shall endeavour to conclude the enquiries within five Academy days from the date when the Complaint was made.
- 4.6. Once the enquiries have been concluded, the Member of Staff will contact the Complainant and provide:
 - 4.6.1. a summary of their understanding of the Complaint raised;
 - 4.6.2. a summary of the information which they have discovered as part of their Stage One enquiries (if required to be undertaken);
 - 4.6.3. provide the Academy's response to the Complaint and an explanation as to how the response has been reached;
 - 4.6.4. confirm whether any action is to be taken; and,
 - 4.6.5. confirm that the matter will be logged and that a record will be retained to ensure that steps can be taken to avoid the issue arising again.

5. Stage Two – formal complaint

- 5.1. If the Complainant is not satisfied that the matter has been resolved at Stage One, they can progress their Complaint to the formal procedure under Stage Two ("Stage Two Complaint").
- 5.2. The Complainant will be required to complete the Academy's Stage Two Complaint form. A copy of the form is attached at appendix one of this policy. When the Complainant has raised an issue with completing the Stage Two Complaint Form then the Academy will make reasonable adjustments if required under equality law.

- 5.3. The completed form should be addressed to the Headteacher / Principal of the Academy. If the Complaint concerns the Headteacher / Principal, the form should be addressed to the Chair of the Local Governing Board marked 'private and confidential'.
- 5.4. Complainants which fail to properly particularise a complaint may be rejected. The Academy will invite complainants to address any lack of detail or information to allow for the complaint to be considered prior to rejecting a complaint.
- 5.5. The Stage Two Complaint form will be acknowledged in writing within three Academy days.
- 5.6. The Letter of Acknowledgement will provide:
- 5.6.1. the contact details of the Headteacher / Principal or the Chair of the Local Governing Board; and,
 - 5.6.2. specify that the Complaint will be investigated within ten Academy days ("the Stage Two Investigation").
- 5.7. During the Stage Two Investigation, the Complainant is required to keep the details of the Complaint private and confidential. This is to enable a just and fair investigation to be undertaken. Any steps taken by the Complainant which do not preserve the confidentiality of the Complaint may undermine the integrity, efficiency and effectiveness of the Stage Two Investigation and could require separate action to be taken to address any such breach of confidentiality.
- 5.8. The Headteacher / Principal or Chair of the Local Governing Board will be entitled to delegate the Stage Two investigation to another senior Member of Staff or Governor, so long as has not been involved with the Complaint at Stage One or in any other way ("the Investigating Officer").
- 5.9. In the event that the Stage Two Complaint is about the Headteacher / Principal or Chair of the Local Governing Board, or if the Headteacher / Principal/Chair of the Local Governing Board has dealt with the matter at Stage One, the Stage Two Complaint will be dealt with by another member of the Academy's senior management team or a member of the Trust Board, whichever is deemed to be more appropriate in the circumstances.
- 5.10. The Complainant may be invited to attend a meeting with the person appointed to deal with the Complaint at Stage Two to discuss the Stage Two Complaint ("Stage Two Meeting").
- 5.11. The Complainant will be entitled to be accompanied at the Stage Two Meeting by one of the following:
- 5.11.1. a relative;
 - 5.11.2. a friend; or,
 - 5.11.3. a representative.

5.12. At the conclusion of the Stage Two Investigation a decision regarding the Stage Two Complaint will be issued to the Complainant. The decision will be confirmed in writing. The outcome will be shared with all relevant parties.

5.13. If a Stage Two Meeting is held minutes will be taken by an appropriate person appointed by the Academy.

5.14. If further investigations are necessary and published timescales cannot be met, the Investigating

Officer will;

5.14.1. set new time limits; and,

5.14.2. send the Complainant details of the new deadline and explain the delay.

5.15. A record of the Stage Two Complaint, along with any documentation prepared during the Stage Two Investigation, and (if applicable) the Stage Two Meeting minutes, will be retained by the Academy or Trust team for six years (as applicable).

6. Stage Three – Complaints Panel (parental/legal guardian complaints only)

6.1. If the Complainant is not satisfied with the outcome at the conclusion of Stage Two, they may progress the Complaint to Stage Three (“the Stage Three Complaint”).

6.2. The Complainant will be required to write to the Clerk of the Local Governing Board (“the Clerk”) to request that the Complaint be dealt with at Stage Three. (Contact details for the Clerk will be available from the Academy’s General Office or the Academy’s website). The Complainant must set out why they are not satisfied with the outcome of the Stage Two Complaint and why they seek for the Complaint to be dealt with at Stage Three.

6.3. The Stage Three Complaint will be considered by a complaints panel (“the Panel”).

6.4. The Panel will have three members:

6.4.1. two members from the Local Governing Board who have had no involvement with the Stage Three Complaint at Stage One or Stage Two; and

6.4.2. one independent member who has no involvement with the management and running of the Academy. In the event that the complaint is about the Trust, a member independent of the Trust shall be appointed.

6.5. Within three Academy days of a written request for the Complaint to be considered at Stage Three, the Clerk will acknowledge the request in writing and will endeavour to arrange for a meeting of the Panel to take place within ten Academy days (“the Panel Meeting”).

6.6. The Complainant will be entitled to be accompanied at the Panel Meeting by one of the following:

6.6.1. a relative;

6.6.2. a friend; or,

6.6.3. a representative.

6.7. For the purpose of this section the party which is the subject of the Stage Three Complaint will be referred to as the 'Respondent'.

6.8. The Complainant and the Respondent will be entitled to submit any relevant documentation for the Panel's consideration. The documentation must be submitted to the Clerk three clear Academy Days before the date of the Panel Meeting.

6.9. The Complainant and the Respondent must provide copies to each other of any documents submitted for the Panel's consideration three clear Academy days before the Panel Meeting.

6.10. The Complainant and the Respondent will also be entitled to call any witnesses which each may reasonably require in order to support their submissions to the Panel. Details of the witnesses must be provided to the Clerk and other party three clear Academy days before the Panel Meeting.

6.11. The Panel Chair shall have an absolute discretion as to whether the Panel will consider any party's documents or hear witnesses where there has been non-compliance with either paragraphs 6.7, 6.9 or 6.10 of this policy.

6.12. Minutes of the Panel Meeting will be taken by the Clerk of the Local Governing Board.

6.13. At the Panel Meeting, the Chair of the Panel will explain how the Panel Meeting will be structured. The Panel will invite the Complainant to outline the Complaint, to refer the Panel to any of the documents submitted in compliance with paragraphs 6.7 and 6.9, and to call on any witnesses they have identified in accordance with paragraph 6.10 of this policy statement. The Complainant will be entitled to put questions to his/her witnesses. The Respondent and the Panel will also have the right to put questions to the Complainant's witnesses once the Complainant has concluded his/her questions.

6.14. The Respondent will be invited to make its submissions once the Complainant has concluded his/her submissions to the Panel.

6.15. The Panel will invite the Respondent to outline its response to the Complaint, to refer the Panel to any of the documents submitted in compliance with paragraphs 6.7 and 6.9 above, and to call on any witnesses it has identified in accordance with paragraph 6.10 of this policy statement. The Academy will be entitled to put questions to its witnesses. The Complainant and the Panel will also have the right to put questions to the Respondent's witnesses once the Respondent has concluded its questions.

6.16. When the Panel has heard the Complainant and the Respondent's submissions, it will be entitled to adjourn to consider its decision.

6.17. If the Panel is able to, it will deliver its decision at the conclusion of the Panel Meeting. A copy of the decision will be provided in writing within five Academy days to the Complainant and the Headteacher / Principal/Chair of the Local Governing Board (as applicable) of the Academy.

6.18. If the Panel is unable to reach a decision at the conclusion of the Panel Meeting, it will be entitled to adjourn the Panel Meeting and to deliver its decision in writing to the Complainant and the Headteacher / Principal/Chair of the Local Governing Board (as applicable) of the Academy within five Academy days. The outcome will also be delivered to any other relevant party as the Chair of the Panel deems necessary.

6.19. In coming to its decision, the Panel will consider the complaint and evidence presented. The Panel can:

6.19.1. uphold the complaint in whole or part; or

6.19.2. dismiss the complaint in whole or part.

6.20. If the complaint is upheld in whole or part, the Panel will decide on the appropriate action to be taken to resolve the complaint and, where appropriate, recommend changes to the Academy's systems or procedures to prevent similar issues in the future.

6.21. Any recommendations will be sent to the Complainant and Respondent. Furthermore, they will be available for inspection on the Academy premises by the Trust (as proprietor) and principal (or equivalent).

6.22. A record of the Stage Three Complaint, along with documentation submitted to the Panel, and the Panel Meeting minutes, will be retained by the Academy for six years.

7. Stage 3 Complaints - (non-parents/legal guardians)

7.1. If the Complainant is not satisfied with the outcome at the conclusion of Stage Two, they may progress the Complaint to Stage Three ("the Stage Three Complaint").

7.2. The Complainant will be required to write to the Clerk of the Local Governing Board ("the Clerk") to request that the Complaint be dealt with at Stage Three. (Contact details for the Clerk will be available from the Academy's General Office or the Academy's website). The Complainant must set out why they are not satisfied with the outcome of the Stage Two Complaint and why they seek for the Complaint to be dealt with at Stage Three.

7.3. The Clerk will arrange for the Chair of the Local Governing Board to review the Stage Two Investigation. In the event that the Chair of the Local Governing Board has dealt with the matter at Stage One or Stage Two, or the Complaint is about him/her, another member of the Local Governing Board will be appointed to deal with the Stage Three Complaint.

7.4. The Complainant may be invited to attend a meeting with the Governor appointed to deal with the Stage Three Complaint to discuss matters further. ("Stage Three Meeting"). For the avoidance of doubt, the arrangement of a Stage Three Meeting is entirely at the discretion of the Governor appointed to deal with the Stage Three Complaint.

7.5. The Complainant will not be entitled to be accompanied at the Stage Three Meeting without the prior permission of the appointed Governor.

7.6. If a Stage Three Meeting is held, the Complainant will be able to put forward their Complaint in order to assist the Governors to consider the issues before making a determination.

7.7. Minutes of the Stage Three Meeting will be taken by an appropriate person appointed by the Academy.

7.8. The Governor appointed to deal with the Stage Three Complaint will endeavour to communicate their decision about the Complaint in writing within five Academy days of the Stage Two Meeting or of being provided with the request for the Complaint to be dealt with at Stage Three. If further time is required then the Complainant will be notified.

7.9. In coming to its decision, the Governor/Panel will consider the complaint and evidence presented. The Governor/Panel can:

7.9.1. uphold the complaint in whole or part;

or

7.9.2. dismiss the complaint in whole or part.

7.10. If the complaint is upheld in whole or part, the Governor/Panel will decide on the appropriate action to be taken to resolve the complaint and, where appropriate, recommend changes to the Academy's systems or procedures to prevent similar issues in the future.

7.11. Any recommendations will be sent to the Complainant and the Academy. Furthermore, they will be available for inspection on the Academy premises by the Trust (as proprietor) and principal (or equivalent).

8. Records keeping

8.1. As stated in this policy statement, records of concerns and complaints will be kept for monitoring and inspection purposes.

8.2. Records will include outcomes, relevant documents and any actions taken as a result of the concern or complaint being raised.

8.3. Records will be kept secure and confidential. However, there may be occasions when there is a legal obligation to permit a third party to inspect the records or for them to be provided as evidence to relevant agencies or in judicial proceedings.

9. Complaint to the Education and Skills Funding Agency

9.1. If the Complainant remains unsatisfied with the outcome of the Complaint at the conclusion of Stage Three, they may raise the Complaint with the Education and Skills Funding Agency ("ESFA"). The ESFA will not normally reinvestigate the substance of complaints or overturn any decisions made by the Academy or Trust (whichever the case may be). The ESFA will consider whether the Academy has adhered to education legislation and any statutory policies connect with the complaint and whether they have followed Part 7 of the Education (Independent School Standards) Regulations 2014.

9.2. Preferably, the Complainant should put the Complaint to the ESFA in writing.

9.3. The Complaint can be submitted electronically using the enquiries form on the ESFA's website, or alternatively by sending it to the address below:

ESFA – Academies Complaint and Customer Insight Unit
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

9.4. Further information about submitting a complaint to the ESFA can be found on its website.

Appendix One

UP HOLLAND HIGH SCHOOL

STAGE TWO COMPLAINT FORM

Name of Complainant	
Complaint's Address	
Complaint's contact number	
Relationship to Academy	
Reason for complaint	

Details of complaint to be considered/investigation (continue on separate pages)

A large, empty rectangular box with a thin black border, occupying the upper half of the page. It is intended for the completion of a Stage Two Complaint Form.

The Stage Two Complaint Form should be completed and sent to the Headteacher / Principal of the Academy. In the event that the complaint is about the Headteacher / Principal, the form should be submitted for the attention of the Chair of the Local Governing Board.