Complaints Policy

Centrally Determined Policy

Approved by the Trustees on 29/09/2026

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Contents

Bordesley Multi Academy Trust Mission Statement 3

Introduction 3

Legal framework 4

Making a complaint 5

Stage One – Guidelines For Dealing With Concerns And Complaints Informally 6

Stage two – Formal Complaint 7

Stage three - Local Governor Panel Hearing 9

Stage four - Trustees Panel Hearing 10

Complaints Stages Table 11

Document Version Control Log 21

Bordesley Multi Academy Trust Mission Statement

We believe that success is achieved by working in partnership with parents, carers and the wider community. We are committed to working with our partners to ensure the very best outcomes for all our learners, from 3 to 19.

The significant guiding principles of the MAT are based around autonomy, trust, respect, equity and outstanding relationships. We believe that positive and constructive relationships are at the heart of every successful school. This allows the entire community to be valued and challenged to be their best, raising aspirations for all.

Introduction

This policy sets out the framework for how complaints are managed within all the schools in the Bordesley Multi Academy Trust and the central Trust team. The Trust reserve the right to alter this process, in exceptional circumstances.

The Trust's complaints procedure is for parents, carers and members of the public to use to make complaints.

This policy has been created to handle complaints relating to any aspects of the provision of facilities or services against:

- Any member of school staff including the headteacher.
- Any Governor or the LGB of an academy within the trust.
- Any member of central staff including the CEO.
- Individual trustees.

Within our Trust, we value our relationship with parents, carers and our local community. We are happy to receive suggestions and comments on what goes on within our academies. This can help us to identify areas of success and where we can make improvements. We believe it is important that anyone who raises a concern is treated seriously and that their concerns and complaints are dealt with promptly, courteously and fairly.

People are encouraged to make their concerns known to staff in the Multi-Academy so that they can be addressed in partnership. Usually, concerns can be dealt with informally and can be resolved satisfactorily through discussion. Occasionally, a concern cannot be resolved in this way and it may become a complaint.

When someone raises an issue, it may be easily resolved by the person contacted. Sometimes, this will not be possible and they will refer the matter to someone else. Before doing so, some details will be recorded about the concern and the person raising it (name, nature of the concern, date, contact address or phone number). An idea will be given of when a response can be expected. The day to day running of the school is the Headteacher's responsibility, so all concerns about this will be referred to the Headteacher or Head of School.

Every effort will be made to resolve the matter informally. However, if this is not possible the person may wish to take the matter further. The person should be given clear information about how to proceed along with a copy of this procedure.

Legal framework

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Education Act 2002
- Freedom of Information Act 2000
- Immigration Act 2016
- Equality Act 2010
- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018 / UK GDPR.
- Part 7 of the Education (Independent School Standards) Regulations 2014
- HM Government (2016) 'Code of Practice on the English language requirement for public sector workers'
- 'Academy trust handbook 2026'

This policy operates in conjunction with the following Trust and school policies:

- Admissions Policy
- Child Protection and Safeguarding Policy
- Behaviour Policy
- Suspension and Exclusion Policy
- Whistleblowing Policy
- Grievance Policy
- Data Protection Policy

Definitions

For the purpose of this document:

a) The Bordesley Multi Academy Trust is referred to as The Trust;

b) School refers to all Schools within the Trust;

c) Pupils or Students refers to all pupils or students being educated or on site at any one of the schools within the Trust

For the purpose of this policy, a "complaint" is defined as 'an expression of dissatisfaction' towards the actions taken or a perceived lack of action. Complaints can be resolved formally or informally.

A "concern" is be defined as 'an expression of worry or doubt' where reassurance is required. For the purpose of this policy, concerns will be classed and addressed as complaints.

Any complaint or concern will be taken seriously, whether raised formally or informally, and the appropriate procedures will be implemented.

The definition of "unreasonable complaints" is outlined in the 'Managing unreasonable complaints' section of this policy.

For the purpose of this policy, "duplicate complaints" are identical complaints received from a complainant's spouse, partner or child. These complaints will not be addressed again and the

individual making the second complaint will be informed that the complaint has been dealt with on a local level. If the individual is dissatisfied with the result, they can appeal to the DfE, as outlined in 'The role of the DfE' section of this policy. Any new details provided by a complainant's spouse, partner or child, however, will be investigated and managed in line with the complaints procedure.

For the purpose of this policy, "complaints campaigns" are where the trust, or an academy within the trust, receives large volumes of complaints that are all based on the same subject.

Making a complaint

Any person, including a member of the public, is able to make a complaint about the provision of facilities or services that the trust provides. Complaints may also be made by a third party on behalf of a complainant, contingent on appropriate consent having been obtained to do so. All complaints made will be handled via the procedures outlined in this policy.

The trust will not normally investigate anonymous complaints.

Individuals making complaints about issues relating to separate statutory procedures will be referred as follows:

- Admissions – referred to the appeals process outlined in the Admissions Policy.
- Child protection – referred to safeguarding procedures outlined in the Child Protection and Safeguarding Policy.
- Exclusion – referred to the procedures outlined in the Behaviour Policy and Suspension and Exclusion Policy.
- Whistleblowing – referred to the internal whistleblowing procedures outlined in the Whistleblowing Policy.
- Staff grievances – referred to the internal grievance procedures outlined in the Grievance Policy.
- Staff conduct – referred to the internal disciplinary procedures.
- Data Protection – referred to procedures as outlined in Data Protection Policy and FOI Policy.

All other complaints will be directed towards the procedures laid out in this policy.

Complainants may make informal complaints in person, in writing or by telephone. Complaints should be made using the appropriate channels of communication, including the use of the Complaints Procedure Form.

To ensure that there is complete clarity about a complaint, should the complainant wish to escalate a complaint from an informal stage to a formal stage the complaint must be made in writing either via email, letter or the use of the attached complaints form.

Complaints are expected to be made as soon as possible after an incident arises to amend the issue in an appropriate timescale. The trust upholds a three-month time limit in which a complaint can be lodged regarding an incident. Complaints made outside this time limit will be considered in exceptional circumstances. In the case of any timescales changing, all parties involved will be informed of the changes in a timely manner. Complaints received outside of term time will be treated as being received on the first school day after the holiday period.

At each stage of the complaints procedure, the trust is committed to resolving the complaint. Where appropriate, the trust will acknowledge that the complaint is upheld in whole or in part, and may offer one of the following:

- An explanation
- An admission that the situation could have been handled better

- An assurance that the trust will try and ensure the incident will not occur again
- An outline 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 changes will be made
- An undertaking to review trust policies in light of the complaint
- An apology

Where a complainant wishes to withdraw their complaint, the trust will ask them to confirm this in writing. Despite the complaint having been withdrawn, the trust and academy will still take the complainant's voice seriously and attempt to avoid causing similar distress to others in the future. The trust and academy will not under any circumstances ask, or pressure an individual, to withdraw a complaint.

Where a complaint relates to the handling of personal data, privacy rights, information security, or compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, the matter will be investigated in accordance with the Trust's Data Protection Policy and associated procedures.

Complainants who remain dissatisfied with the Trust's response to a data protection complaint have the right to raise their concerns with the Information Commissioner's Office (ICO), the UK's independent authority responsible for upholding information rights.

Information about the ICO complaints process can be found on the ICO website or by contacting the ICO directly.

Requests made under data protection legislation, including Subject Access Requests (SARs), requests for rectification, erasure, restriction of processing, objection to processing, or data portability, are not complaints and will be managed in accordance with the Trust's Data Protection Policy and statutory information rights procedures.

Where an individual raises both a complaint and an information rights request, the Trust may manage these matters under separate procedures to ensure compliance with the relevant legal requirements and statutory timescales.

Stage One – Guidelines For Dealing With Concerns And Complaints Informally

An informal complaint may be made in person, by telephone or in writing; however, it is preferred that initial, informal complaints are made via an in-person meeting.

Where a complaint has been made about a member of staff, the complainant can discuss the concern with the headteacher, or a person delegated to hear the complaint on their behalf, to seek support. If the concern is about the headteacher, the chair of the LGB should be informed and will need to handle the complaint. The complainant can then be referred to the chair of trustees.

Where a complaint is made initially to a trustee, the complainant will be referred to the appropriate person. No member of staff or trustee will act alone on a complaint outside of the procedure; if they do, they cannot be involved if the complaint is subject to a hearing at a later stage of the procedure.

Within 10 school days of notification of the complaint, the complainant and the relevant member of staff should discuss the issue in a respectful and informal manner to seek a mutual resolution.

At this initial communication stage of the complaint, the complainant will be asked for their input as to what they believe may resolve the issue about which the complaint has been made to avoid further escalation where possible.

If initial informal discussion with the member of staff does not lead to an agreed mutual resolution the complainant can discuss the matter with the Headteacher (in the case of school staff) or CEO (in the case of central staff) still under stage 1 informal complaints. At this point the Headteacher or CEO will record the informal complaint on the central Trust complaints tracking system.

In line with DfE guidance, complainants should note that any acknowledgement by the trust that it could have handled the situation better is not an admission of unlawful or negligent action.

If an appropriate resolution cannot be sought at this informal level, or if the complainant is dissatisfied with the outcome following the initial discussions, the person managing the response to the complaint will inform the complainant about the next level of the procedure.

Stage two – Formal Complaint

Formal complaints must be made in writing preferably using the attached Complaints Procedure Form.

The receipt of the formal written complaint will be acknowledged within 3 school days.

The stage 2 formal complaint will be recorded on the central Trust complaints tracking system.

Stage two of the process will be completed within 15 school days. Where the situation is recognised as complex, and it is deemed to be unable to be resolved within this timescale, the person managing the complaint will contact the complainant to inform them of the revised target date via a written notification.

An appointment with the appropriate person for managing the complaint should be made, as soon as reasonably practical, to avoid any possible worsening of the situation.

Complaints against school staff of an academy in the trust will:

- Be dealt with by the headteacher or member of staff nominated by the headteacher of the academy. Please email the school or send a paper copy of your complaint for the attention of the Headteacher.

Complaints against a headteacher of an academy in the trust will:

- Be dealt with by the Chair of the LGB of the academy. The complaint will need to be sent to the clerk to governors who will ensure that the complaint is passed on. Please email or send a paper copy of your complaint for the attention of the Clerk to Governors.

Complaints against local governors of an academy in the trust will:

- Be dealt with by the Chair of the Trustees of the multi-academy Trust. The complaint will need to be sent to the Clerk to Trustees who will ensure that the complaint is passed on. Please email clerk@bmat.co.uk or send a paper copy of your complaint for the attention of the Clerk to Trustees.

Complaints against central staff of the Trust will:

- Be dealt with by the CEO of the multi-academy Trust or member of staff nominated by the CEO. Please email admin@bmat.co.uk or send a paper copy of your complaint for the attention of the CEO.

Complaints against the CEO of the Trust will:

- Be dealt with by the chair of the Trustees of the multi-academy Trust. The complaint will need to be sent to the Clerk to Trustees who will ensure that the complaint is passed on, Please email clerk@bmat.co.uk or send a paper copy of your complaint for the attention of the Clerk to Trustees.

Complaints against the Trustee or an entire LGB will:

- Be dealt with by the chair of the Trustees of the multi-academy Trust. The complaint will need to be sent to the Clerk to Trustees who will ensure that the complaint is passed on. Please email clerk@bmat.co.uk or send a paper copy of your complaint for the attention of the Clerk to Trustees.

The investigator will provide an opportunity for the complainant to meet him or her, to supplement or explain any information provided previously. Every effort will be made to arrange a time and date convenient to the complainant, with a minimum three days' notice. The invitation will make it clear that they are welcome to be accompanied by a friend, relative, representative or advocate, to speak on their behalf and that interpreting facilities are available if needed. The venue will be suitable to those with special needs, ie. wheelchair access, hearing loop.

Where the appropriate person has made reasonable attempts to accommodate the complainant with dates for a complaint meeting and they refuse or are unable to attend, the meeting will be convened in their absence and a conclusion will be reached in the interests of drawing the complaint to a close.

In terms of a complaint being made against a member of school staff, the headteacher will discuss the issue with the staff member in question. Where necessary, the headteacher will conduct interviews with any relevant parties, including witnesses and pupils, and take statements from those involved. All discussions shall be recorded by the headteacher, and findings and resolutions will be communicated to the complainant either verbally or in writing.

In terms of a complaint being made against a member of central Trust staff, the CEO will discuss the issue with the staff member in question. Where necessary, the CEO will conduct interviews with any relevant parties, including witnesses and pupils, and take statements from those involved. All discussions shall be recorded by the headteacher, and findings and resolutions will be communicated to the complainant either verbally or in writing.

The investigator will interview witnesses and take statements from those involved. If the complaint centres around a pupil, the pupil should also be interviewed. Pupils will normally be interviewed with parents/carers present. In some situations, circumstances may prevent this, ie. where this would seriously delay the investigation of a serious/urgent complaint. In such circumstances another member of staff with whom the pupil feels comfortable will be asked to attend.

Written records of the complaint, the process of investigation, meetings, telephone conversations and other documents will be kept in line with retention policies. These are confidential to the school, but will be the basis of a report of the investigation if the complainant requests one.

Once all facts are established, the person handling the complaint shall contact the complainant in writing with an explanation of the decision. It may be best to meet the complainant to discuss the outcome and resolve any outstanding concerns. In any event, the complainant should be offered the opportunity to meet with the investigator to discuss the outcome. The complainant will be advised of any escalation options and will be provided with details of this process.

The written response will include:

- A full explanation of the decision reached and the reasons for it, including clarification of any misunderstandings by any of the parties involved.
- Where applicable, what action the school will take to address the complaint and prevent recurrence, which might include an undertaking to review school policies.
- An apology if appropriate (an admission that the situation could have been handled differently or better is not the same as an admission of any negligence). If there is a possibility

of a claim for compensation or of legal action being brought, advice will be sought on the wording of the letter.

If the complainant is not satisfied with the outcome suggested, they should request that it be escalated to the next stage. This request needs to be made in writing within 10 school days of the end of stage two, i.e. communication of an outcome.

- In the case of the complaint being made about a member of school staff including the headteacher the next stage will be stage three – Local Governor Panel Hearing
- In the case of the complaint being made about the Local Governing Body, a member of central staff including the CEO the next stage will be stage four – Trust Panel Hearing

Stage three - Local Governor Panel Hearing

Where the complaint progresses to stage three, a panel from the local governing body will be constituted to hear the complaint, consisting of at least three individuals who were not directly involved in the matters detailed in the complaint. One panel member will be independent of the management and running of the school.

The clerk will record the date the escalation request was received, acknowledge receipt of the complaint within 3 school days, and inform the complainant of the scheduled time and date of the panel hearing in writing.

The stage 3 formal complaint will be recorded on the central Trust complaints tracking system.

The meeting will be convened within 20 school days of the receipt of the escalation request where possible. Where this is not possible, the clerk will provide an anticipated date and ensure the complainant is kept up-to-date.

5 days' notice will be given to all parties attending the panel hearing, including the complainant.

Prior to the hearing, the clerk will have written to the complainant informing them of how the review will be conducted. The headteacher of the academy in question, the chair of governors and the chair of trustees will also have a copy of this letter.

At the hearing, all participants will be given the opportunity to put their case across and discuss any issues. The meeting will allow for:

- The complainant to be present and accompanied at the hearing if they wish.
- The complainant to explain their complaint and the individual handling the complaint to explain the reasons for their decision.
- The complainant to question the individual handling the complaint, and vice versa, about the complaint.
- Any evidence, including witnesses who have been prior approved by the chair of the panel, to be questioned.
- Members of the panel to question both the complainant and the individual about whom the complaint was made.
- Final statements to be made by both parties involved.

Neither the complainant nor the trust will bring legal representation to this hearing, unless in exceptional circumstances, where this will be agreed beforehand. A member of staff who may be a witness to the complaint can bring a union representative or legal representative if desired; this will be agreed before the hearing.

The purpose of the hearing will be reconciliation and ensuring that things that may have gone wrong are corrected.

The complainant will receive a written response explaining the panel's findings and recommendations within 5 school days. If the complainant is not satisfied with the outcome suggested, they should request that it be escalated to the final stage. This request needs to be made in writing within 10 school days of the end of stage two, i.e. communication of an outcome.

The panel will make findings and recommendations, and a copy of those findings and recommendations will be made available for inspection on the academy premises by the board of trustees and the headteacher.

Stage four - Trustees Panel Hearing

The Trustees panel hearing will be conducted in the same manner as the Local Governor panel hearing with panel members being drawn from Trustees.

The stage 4 formal complaint will be recorded on the central Trust complaints tracking system.

If, following the Trustees panel, the outcome of the appeal is the same, the trust will be satisfied that the complaint has been fully reviewed.

The complainant will receive a written response explaining the Trustees panel's findings and recommendations within 5 school days.

Complaints Stages Table

Stage	Complaint against					
	Member of school staff	Headteacher	Local Governor	Member of central staff	CEO	Entire LGB
Stage 1 Informal	• Attempt to resolve informally with member of staff. • Headteacher records that an informal complaint has been made • Attempt to resolve informally with Headteacher	• Headteacher records that an informal complaint has been made • Attempt to resolve informally with Headteacher	• Local Governor records that an informal complaint has been made • Attempt to resolve informally with Local Governor	• Attempt to resolve informally with Member of central staff • CEO records that an informal complaint has been made • Attempt to resolve informally with CEO	• CEO records that an informal complaint has been made • Attempt to resolve informally with CEO	• Chair of Trustees records that an informal complaint has been made • Attempt to resolve informally with Chair of Trustees
• If complainant does not use the official complaint form, whoever is dealing with the complaint should fill a complaint form in as best as they can from the received written complaint and then send to the complainant to review, complete and send back. Stage 2 onwards - All correspondence to and from complainant to be copied to the Clerk to Governors/Trustees.						
Stage 2 Formal	• Complaint in writing to the Headteacher. • Complaint acknowledged within 3d. • Headteacher records that a formal stage 2 complaint has been made. • Dealt with by Headteacher or someone delegated to by HT. • Typical time to resolve 15d. • Response in writing.	• Complaint in writing to the Clerk of Governors • Complaint acknowledged within 3d. • CoG records that a formal stage 2 complaint has been made. • Dealt with by Chair of Governors or someone delegated to by CoG. • Typical time to resolve 15d. • Response in writing.	• Complaint in writing to the Clerk of Governors • Complaint acknowledged within 3d. • CoG records that a formal stage 2 complaint has been made. • Dealt with by Chair of Governors or someone delegated to by CoG. • Typical time to resolve 15d. • Response in writing.	• Complaint in writing to the CEO • Complaint acknowledged within 3d. • CEO records that a formal stage 2 complaint has been made. • Dealt with CEO or someone delegated to by CEO. • Typical time to resolve 15d. • Response in writing.	• Complaint in writing to the Clerk of Trustees • Complaint acknowledged within 3d. • CoT records that a formal stage 2 complaint has been made. • Dealt with by Chair of Trustees or someone delegated to by the CoT. • Typical time to resolve 15d. • Response in writing.	

Stage 3 Local Governing Body Panel	• Complaint in writing to the Clerk of Governors within 10d of stage 2 decision outcome. • Complaint acknowledged within 3d. • CoG records that a formal stage 3 complaint has been made. • Dealt with by LGB Panel • Typical time to resolve 20d. • Informed in writing within 5 days of the decision.	
Stage 4 Trustees Panel	• Complaint in writing to the Clerk of Trustees within 10d of stage 3 decision outcome. • Complaint acknowledged within 3d. • CoT records that a formal stage 4 complaint has been made. • Dealt with by Trustees Panel • Typical time to resolve 20d. • Informed in writing within 5 days of the decision.	

Complaints to the DfE

If a complainant has exhausted the trust's complaints procedure, they will be advised that they can submit a complaint to the DfE.

How to escalate a complaint:

1. **Submit a complaint to the Department for Education (DfE)**: The DfE is responsible for issues related to education and training funding, and they may be able to address complaints that are outside the scope of individual trusts. Complaints can be submitted using the government's website or by writing to them.

2. **Contact Information**:

    - **Online**: Visit the DfE complaints webpage: DfE Complaints Procedure

    - **By Post**:
      Department for Education
      Piccadilly Gate
      Store Street
      Manchester
      M1 2WD

For any complex or specific issues, the DfE may refer cases to an appropriate regulatory body or escalate them as necessary.

It's always a good idea to keep copies of all correspondence, documents, and any relevant evidence when submitting a complaint, as it can streamline the process.

Managing Unreasonable Complaints

The trust is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. The trust will not normally limit the contact complainants have with the trust itself or any of its academies; however, the trust does not expect staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

For the purposes of this policy, "**unreasonable complaints**" include:

- Vexatious complaints, which:

    - Are obsessive, persistent, harassing, prolific, or repetitious.

    - Insist upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason.

    - Insist upon pursuing meritorious complaints in an unreasonable manner.

    - Are designed to cause disruption or annoyance.

    - Demand for redress which lacks any serious purpose or value.

- Serial or persistent complaints, which:
    - Are duplicated, sent by the same complainant once the initial complaint has been closed.
    - Are new complaints that are submitted additionally, as part of an existing open complaint, by the same complainant.

A complaint may also be regarded as unreasonable when the complainant:

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance.
- Refuses to cooperate with the complaints investigation process while still wishing their complaint to be resolved.
- Refuses to accept that certain issues are not within the scope of a complaints procedure.
- Insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- Introduces trivial or irrelevant information which they expect to be taken into account and commented on or raises large numbers of detailed but unimportant questions and insists they are fully answered, often immediately and to their own timescales.
- Makes unjustified complaints about staff who are trying to deal with the issues and seeks to have them replaced.
- Changes the basis of the complaint as the investigation proceeds.
- Repeatedly makes the same complaint despite previous investigations or responses concluding that the complaint is groundless or has been addressed.
- Refuses to accept the findings of the investigation into that complaint where the trust's complaints procedure has been fully and properly implemented and completed, including referral to the DfE.
- Seeks an unrealistic outcome.
- 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.

A complaint may also be considered unreasonable if the complainant:

- Acts maliciously or aggressively.
- Uses threats, intimidation or violence.
- Uses abusive, offensive or discriminatory language.
- Knows the complaint to be false.
- Uses falsified information.

- Publishes unacceptable information in media such as social media websites and newspapers.

The above applies regardless of the method the complaint is made, e.g. face-to-face, by telephone, in writing or electronically.

Complainants should limit the number of communications with the trust 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.

Whenever possible, the member of staff, local governor or trustee leading the response to a complaint will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

Serial or persistent complaints will only be marked as 'serial' once the complainant has completed the complaints procedure. It is the complaint that will be marked as 'serial', meaning the complainant can complain about a separate issue if necessary.

If the behaviour continues, the individual handling the complaint will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact the trust or any of its academies causing a significant level of disruption, the trust may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after six months.

A decision to stop responding will only be considered in circumstances where the following statements are true:

- Every reasonable step has been taken to address the complainant's concerns
- The complainant has been given a clear statement of the trust's position and their options
- The complainant contacts the trust or any of its academies repeatedly, making substantially the same points each time

If the above criteria are met, in making a decision to stop responding, the trust will also consider if the complainant is often abusive or aggressive in their communication, makes insulting personal comments about or threats towards staff, or if the trust believes their intent is to disrupt or inconvenience the trust or its academies.

The trust will not stop responding to a complainant on the basis that they are difficult to deal with or they ask complex questions.

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

Complaints campaigns

Where the trust becomes the subject of a complaints campaign from complainants who are not connected with the trust, **a standard, single response will be published on the trust's website.**

If the trust receives a large number of complaints about the same subject from complainants who are connected to the trust, e.g. parents, each complainant will receive an individual response.

If complainants remain dissatisfied with the trust's response, they will be directed to the DfE.

Standards of Fluency Complaints

As members of a public authority, all staff are subject to the fluency duty imposed by the Immigration Act 2016, which requires staff members to have an appropriate level of fluency in English in order to teach pupils.

The trust is free to determine the level of spoken communication necessary in order for staff members to develop effective performance, but it will be matched to the demands of the role in question.

The trust will be satisfied that an individual has the necessary level of fluency appropriate for the role they will be undertaking, whether this is an existing or potential new member of staff.

If a member of the school community feels that a staff member has insufficient proficiency in spoken English for the performance of their role, they are required to follow the 'Complaints procedure' outlined in this policy.

For the purpose of this policy, a **"legitimate complaint"** is one which is about the standard of spoken English of a member of staff; complaints regarding an individual's accent, dialect, manner or tone of communication are not considered legitimate complaints. All legitimate complaints regarding the fluency duty will be handled in line with the processes detailed in this policy.

In addition to the processes outlined in this policy, the trust will assess the merits of a legitimate complaint against the necessary standard of spoken English fluency required for the role in question.

To assess the merits, the academy at which the staff member works will undertake an objective assessment against clear criteria set out in the role specification or, against the level of fluency descriptors relevant to the role in question.

If the complaint is upheld, the trust will consider what action is necessary to meet the fluency duty; this may include:

- Specific training
- Specific re-training
- Assessment
- Re-deployment
- Dismissal

Appropriate support will be provided to staff to ensure that they are protected from vexatious complaints and are not subjected to unnecessary fluency testing.

Annex B – Bordesley Multi Academy Trust Complaint Form

If there is anything which makes it difficult for you to tell us about your complaint, for example if English is not your first language, please tell us so that we can help you.

Data Protection Notice
Any personal information provided as part of this complaint will be processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Trust's Data Protection Policy. Information will only be used for the purposes of investigating and responding to the complaint, maintaining complaint records and meeting the Trust's legal and regulatory obligations.

Please complete and return.

First Name:	
Surname:	(Mr/Mrs/Miss/Ms/Other)
Address:	
Post Code:	
Daytime Telephone Number:	
Evening Telephone Number:	
If your complaint relates to a student, please provide:	
Student's Name:	
Relationship to student:	
Please give details of your complaint:	

What action, if any have you already taken to try to resolve the complaint? (Who did you speak to and what was the response?):
What would you like us to do to make improvements to put things right?
Are you attaching any paperwork? If so, please give details:

Signature:	
Date:	

If your complaint relates to

School staff of an academy in the trust please email or send a paper copy of your complaint to the school for the attention of the Headteacher.

A **headteacher** of an academy in the trust please email or send a paper copy of your complaint to Chair of Governors for the attention of the Clerk to Governors.

Local governors of an academy in the trust please email clerk@bmat.co.uk or send a paper copy of your complaint to Bordesley Multi-Academy Trust, C/O Trinity High School & Sixth Form Centre, Easemore Road, Redditch, Worcestershire, B98 8HB for the attention of the Clerk to Trustees.

Central staff of the Trust please email admin@bmat.co.uk or send a paper copy of your complaint to Bordesley Multi-Academy Trust, C/O Trinity High School & Sixth Form Centre, Easemore Road, Redditch, Worcestershire, B98 8HB for the attention of the CEO.

The **CEO** of the Trust please email clerk@bmat.co.uk or send a paper copy of your complaint to Bordesley Multi-Academy Trust, C/O Trinity High School & Sixth Form Centre, Easemore Road, Redditch, Worcestershire, B98 8HB for the attention of the Clerk to Trustees.

A Trustee or an entire LGB please email clerk@bmat.co.uk or send a paper copy of your complaint to Bordesley Multi-Academy Trust, C/O Trinity High School & Sixth Form Centre, Easemore Road, Redditch, Worcestershire, B98 8HB for the attention of the Clerk to Trustees.

OPTIONAL

Equality Monitoring

This sheet will be used to monitor the demographics of those who raise complaints

Nationality		
Date of Birth		
Gender		
Sexual Orientation		
Religion/belief		
Do you consider yourself disabled		
Special arrangements required		
Cultural/Ethnic background	**Please tick relevant box**	√
White	British	
	English	
	Welsh	
	Scottish	
	Irish	
	Other White background	
Mixed	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Other Mixed background	
Asian or Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Other Asian background	
Black or Black British	Caribbean	
	African	
	Other Black background	
Chinese	Chinese	
Other Ethnic Group		
Not Stated		

FOR OFFICE USE ONLY	
Date received:	
Date acknowledgement sent:	
By who:	
Date complaint logged:	
By who:	
Complaint referred to:	
Date:	

Document Version Control Log

Version	Date	Description of changes and person/organisation responsible
v22.3	06/12/2022	Added requirement for Chairs of Governors/Trustees to receive copies of all formal paperwork once moved beyond stage 1.
v23.1	24/10/2023	Added requirement for one member of any appeal panels to be independent of the management and running of the school.
v24.1	22/10/2024	Changed to annual review.
v25.1	21/09/2025	Section 11 changed from ESFA to DfE.
v25.2	30/09/2025	Small typo identified by Trustees.
v26.1	20/09/2026	Addition of Data protection as complaint type to page 5. Removal of school specific data.

"Together, inspiring the future"
Holyoakes Field First School
Birchensale Middle School
Woodfield Academy
Trinity High School & Sixth Form Centre