

START HERE:
Stage 1: Informal concern

Raise your concern with the member of staff most appropriate for dealing with your concern.

This can be done by contacting the school by phone or email.

Within 5 school days someone from school will meet with you in person or by phone.

If your concern is not resolved.

The school will acknowledge receipt of your complaint within 5 school days. The Headteacher may try to resolve the complaint with you informally.

If this is not possible, the Headteacher will respond to you in writing within 15 school days of receiving the complaints form.

Complete our complaints form.

The complaints form will ask:

- What are the details of your complaint?
- What you have tried so far and why are you unhappy with the school's attempt to resolve your complaint informally?
- What would you like to happen as a result of your complaint?

If you choose to use artificial intelligence (AI) tools to help you draft or structure your concern or complaint, please use our AI guidance.

If you need help preparing your complaint, contact the school office and we'll arrange for someone to assist you.

Stage 2: Formal Complaint

If your concern is not resolved.

CEO of Stour Vale Academy Trust reviews your complaint

The CEO will respond to you within 15 school days.

If your concern is not resolved.

Stage 3: Referral to the complaint committee. See Complaints policy for full details

Stage 4: Referral to the Department for Education (DfE)