



Board of Trustees of the City of London Academies Trust

Date: THURSDAY, 8 JULY 2021

Time: 9.00 am

Venue: VIRTUAL PUBLIC MEETING (ACCESSIBLE REMOTELY)

Members:

Tijs Broeke, Sponsor Trustee (Chair)	Rehana Ameer, Co-Opted Trustee
Roy Blackwell, Sponsor Trustee (Co-optee) (Vice-Chair)	Edward Benzecry, Co-Opted Trustee
Peter Bennett, Sponsor Trustee	Dawn Elliott, Co-Opted Trustee
Caroline Haines, Sponsor Trustee	Lucas Green, Co-Opted Trustee
Alderman Robert Howard, Sponsor Trustee	Professor Richard Verrall, Co-opted Trustee
Deputy Edward Lord, Sponsor Trustee	

Enquiries: Antoinette Duhaney
Antoinette.Duhaney@cityoflondon.gov.uk

Accessing the virtual public meeting

Members of the public can observe this virtual public meeting at the below link:

https://youtu.be/UC3H_Wwne2o

This meeting will be a virtual meeting and therefore will not take place in a physical location.

John Barradell
Town Clerk and Chief Executive

AGENDA

Public Items

1. **APOLOGIES**

2. **DECLARATIONS**

3. **REGISTER OF INTERESTS**

4. **MINUTES**

To agree the public minutes of the meeting held on 19 March 2021.

For Decision
(Pages 7 - 10)

5. **PUBLIC OUTSTANDING ACTIONS (JULY 2021)**

Report of the Clerk.

For Information
(Pages 11 - 12)

6. **COMMITTEE MINUTES**

6. a) Minutes of the Audit and Risk Committee (to follow)

To receive the public minutes of the Audit and Risk Committee meeting held on 1st July 2021.

6. b) Minutes of the Finance and Operations Committee (to follow)

To receive the public minutes of the Finance Committee meeting held on 1st July 2021.

6. c) Minutes of the Standards and Accountability Committee (Pages 13 - 14)

To receive the minutes of the Standards and Accountability Committee meeting held on 29 April 2021.

7. **SCHEDULE OF BOARD AND COMMITTEE MEETINGS FOR THE 2021/22 ACADEMIC YEAR**

Report of the Clerk.

For Information
(Pages 15 - 16)

8. **POLICIES FOR THE CITY OF LONDON ACADEMIES TRUST**

Report of the Chief Financial Officer.

For Decision
(Pages 17 - 28)

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD**

10. **ANY OTHER BUSINESS**

11. **EXCLUSION OF THE PUBLIC**

MOTION – That the public be excluded for the remaining items of business as they are likely to involve discussion on matters deemed commercially sensitive to the City of London Academies Trust.

For Decision

Non-Public Items

12. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 19 March 2021.

For Decision
(Pages 29 - 36)

13. **NON-PUBLIC OUTSTANDING ACTIONS (JULY 2021)**

Report of the Clerk.

For Information
(Pages 37 - 38)

13. a) Delegated Actions Digest (Pages 39 - 40)

14. **NON-PUBLIC COMMITTEE MINUTES**

14. a) Non-Public Minutes of the Audit and Risk Committee (to follow)

To receive the non-public minutes of the Audit and Risk Committee meeting held on 1st July 2021.

14. b) Non-Public Minutes of the Finance and Operations Committee (to follow)

To receive the non-public minutes of the Finance and Operations Committee meeting held on 1st July 2021.

14. c) Non-Public Minutes of the Standards and Accountability Committee (Pages 41 - 44)

To receive the non-public minutes of the Standards and Accountability Committee meeting held on 29 April 2021.

14. d) Non-Public Minutes of the Company Members Annual General Meeting (Pages 45 - 48)

To receive the minutes of the Company Members AGM held on 25 March 2021.

15. **APPOINTMENTS TO LOCAL GOVERNING BODIES**

Report of the Clerk.

For Decision
(Pages 49 - 52)

16. **CHIEF EXECUTIVE OFFICER EXECUTIVE SUMMARY (JULY 2021)**

Report of the Chief Executive Officer.

For Information
(Pages 53 - 64)

17. **CHIEF FINANCIAL OFFICER UPDATE AND APPROVALS**

Report of the Chief Financial Officer.

For Decision
(Pages 65 - 114)

18. **INFORMATION AND COMMUNICATION TECHNOLOGY DIRECTOR UPDATE AND APPROVALS**

Report of the Director of Information and Communication Technology.

For Decision
(Pages 115 - 116)

19. **ESTATES AND FACILITIES MANAGEMENT DIRECTOR UPDATE**

Report of the Director of Estates and Facilities Management.

For Information
(Pages 117 - 122)

20. **HUMAN RESOURCES DIRECTOR UPDATE**

Report of the Human Resources Director.

For Information
(Pages 123 - 124)

21. **CHIEF STANDARDS OFFICER UPDATE**

Report of the Chief Standards Officer.

For Information
(Pages 125 - 184)

22. **COLAT APPRENTICESHIP ACADEMY LEADERSHIP AND OPERATIONAL MONITORING**

Report of the Chief Executive Officer.

For Information
(Pages 185 - 194)

23. **COLAT SIXTH FORM COLLEGIATE UPDATE**

Report of the Chief Executive Officer.

For Information
(Pages 195 - 202)

24. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD**

25. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND TRUSTEES AGREE SHOULD BE CONSIDERED WHEN THE PUBLIC ARE EXCLUDED**

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BOARD OF TRUSTEES OF THE CITY OF LONDON ACADEMIES TRUST

Friday, 19 March 2021

Minutes of the meeting of the Board of Trustees of the City of London Academies Trust held at the Guildhall EC2 at 9.00 am

Present

Members:

Tijs Broeke (Chair)

Roy Blackwell (Vice-Chair)

Peter Bennett

Caroline Haines

Alderman Robert Howard

Officers:

Mark Emmerson

Claire Hersey

Billy Harvey

Gerald Mehrtens

Smith Umoren

Clare Verga

Antoinette Duhaney

- Chief Executive Officer

- Chief Financial Officer

- Director of ICT

- Director of Academy Development (COL)

- Director of Estates and Facilities Management

- Chief Standards Officer

- Town Clerk's Department

1. APOLOGIES

Apologies for absence were received from Rehana Ameer and Deputy Edward Lord.

2. DECLARATIONS

There were no declarations.

3. REGISTER OF INTERESTS UPDATES

There were no updates.

4. MINUTES

RESOLVED, that the minutes of the meetings held on 11 December 2020 and 25 February 2021 be approved as a correct record.

a) Minutes of the Audit and Risk Committee

Trustees received the public minutes of the Audit and Risk Committee meeting held on 25 February 2021.

b) Minutes of the Finance and Operations Committee

Trustees received the public minutes of the Finance and Operations Committee meeting held on 25 February 2021.

c) **Minutes of the Standards and Accountability Committee**

Trustees received the public minutes of the Standards and Accountability Committee meeting held on 4 February 2021.

6. **ACADEMIES DEVELOPMENT PROGRAMME UPDATE**

Trustees considered an update report of the Director of Academy Development regarding the Academies Development Programme.

In response to questions and comments from Trustees, Officers advised that support would be provided in respect of warranties, listing of assets and ongoing maintenance costs. It was also reported that representatives from the City Academy Hackney were willing to give a presentation to Trustees on the school's Capital Build project

RESOLVED –

1. That Trustees note the progress of the academy's development programme to date.
2. That representatives from City Academy Hackney be invited to give a presentation to Trustees/Education Board on the school's Capital Build project.

7. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD**

There were no questions.

8. **ANY OTHER BUSINESS**

The Chairman reported that

- Alderman Robert Howard had been appointed as a CoLAT Company Member (in the place Deputy Phillip Woodhouse who was not able to take up this role);
- A resolution would be put to CoLAT Company Members to appoint Auditors;
- The Chairman placed on record his thanks to all staff for their extraordinary efforts in managing the successful reopening of schools from 8 March 2021.

9. **EXCLUSION OF THE PUBLIC**

RESOLVED - That the public be excluded from the remaining items of business which relate to the identity of individuals or is commercially sensitive.

10. **NON-PUBLIC MINUTES**

The non-public minutes of the meetings held on 11 December 2020 and 25 February 2021 were approved as a correct record.

a) **Non-Public Minutes of the Audit and Risk Committee**

Trustees received the non-public minutes of the Audit and Risk Committee meeting held on 25 February 2021.

b) **Non-Public Minutes of the Finance and Operations Committee**

Trustees received the non-public minutes of the Finance and Operations Committee meeting held on 25 February 2021.

c) **Non-Public Minutes of the Standards and Accountability Committee**

The Committee received the non-public minutes of the Standards and Accountability Committee meeting held on 4 February 2021.

12. **NON-PUBLIC OUTSTANDING ACTIONS**

The Committee noted a report of the Town Clerk concerning the non-public outstanding actions.

a) **Delegated Actions Digest**

The Committee received a report of the Town Clerk in relation to the Delegated Actions Digest.

13. **APPOINTMENTS TO LOCAL GOVERNING BODIES**

The Committee considered a report of the Town Clerk regarding Appointments to Local Governing Bodies.

14. **CITY OF LONDON ACADEMIES TRUST LOCAL GOVERNING BODY 2019-20**

The Committee received a report of the Chief Executive Officer concerning the City of London Academies Trust Local Governing Body 2019-2020.

15. **CHIEF EXECUTIVE OFFICER SUMMARY**

Trustees considered an Executive Summary of the Chief Executive Officer.

16. **CHIEF FINANCIAL OFFICER UPDATE AND APPROVALS**

Trustees considered an update report of the Chief Financial Officer.

17. **CITY OF LONDON ACADEMIES TRUST SIXTH FORM COLLEGIATE SIXTH FORM UPDATE**

The Committee considered a report of the Chief Executive Officer providing an update on the development of a Collegiate Sixth Form.

18. **INFORMATION AND COMMUNICATION TECHNOLOGY DIRECTOR UPDATE AND APPROVALS**

Trustees considered an update report of the IT Director on IT operations across key areas.

19. **ESTATES AND FACILITIES MANAGEMENT DIRECTOR UPDATE ON TRUST SCHOOL**
Trustees considered an update on Estates and Facilities Management issues across Trust schools.
20. **CITY OF LONDON ACADEMIES TRUST APPRENTICESHIP ACADEMY LEADERSHIP AND OPERATIONAL MONITORING**
Trustees considered a report of the Chief Executive Officer providing an update on Apprenticeship Academy provision and the work of the Steering Committee.
21. **SAFEGUARDING SCRUTINY MEETINGS UPDATE**
Trustees considered an update from the Chief Standards Officer regarding Safeguarding Scrutiny Meetings.
22. **REMOTE MONITORING VISITS ACADEMY REPORTS**
Trustees received an update on remote learning provision across Trust Schools.
23. **TACKLING RACISM TASKFORCE- EDUCATION WORKSTREAM - CITY OF LONDON ACADEMIES TRUST**
Trustees considered a report of the Chief Executive setting proposed Education Workstreams and recommendations and actions for the Trust.
24. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD**
There were no non-public questions.
25. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND TRUSTEES AGREE SHOULD BE CONSIDERED WHEN THE PUBLIC ARE EXCLUDED**
There was no other business.

The meeting closed at 11.16 am

Chair

Contact Officer: Antoinette Duhaney
Antoinette.Duhaney@cityoflondon.gov.uk

CITY OF LONDON ACADEMIES TRUST
Board of Trustees – Public Outstanding Actions (July 2021)

Action Number	Date	Action	Responsible Officer	Progress Update
6	19.03.21	That representatives from City Academy Hackney be invited to give a presentation to Trustees/Education Board on the school's Capital Build project		

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**STANDARDS AND ACCOUNTABILITY COMMITTEE OF THE CITY OF LONDON
ACADEMIES TRUST
Thursday, 29 April 2021**

Minutes of the virtual meeting of the Standards and Accountability Committee of the City of London Academies Trust on Thursday, 29 April 2021 at 9.00 am

Present

Members:

Edward Benzecry
Roy Blackwell
Caroline Haines
Professor Richard Verrall

Officers:

Mark Emmerson	- Chief Executive Officer
Clare Verga	- Chief Standards Officer
Antoinette Duhaney	- Clerk

IN THE ABSENCE OF THE CHAIRMAN, WITH THE COMMITTEE'S AGREEMENT EDWARD BENZECRY CHAIRED THE MEETING.

In the absence of the Chairman, with the Committee's agreement Edward Benzecry Chaired the meeting.

1. APOLOGIES

Apologies were received from Tijs Broeke.

2. DECLARATIONS

There were no declarations.

3. MINUTES

RESOLVED - That the public minutes of the meeting held on 4th February be approved as a correct record.

4. PUBLIC OUTSTANDING ACTIONS LOG

There were no public outstanding actions.

5. QUESTIONS

There were no public questions.

6. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was no other urgent public business.

7. **EXCLUSION OF THE PUBLIC**
RESOLVED - That the public be excluded from the remaining items of business as they are likely to involve discussion on matters deemed commercially sensitive to the City of London Academies Trust.
8. **NON-PUBLIC MINUTES**
The non-public minutes of the meeting held on 4th February 2021 were approved as a correct record.
9. **NON-PUBLIC OUTSTANDING ACTIONS LOG**
Trustees considered a report of the Clerk regarding outstanding actions arising from previous meetings.
10. **CITY OF LONDON ACADEMIES TRUST SIXTH FORM COLLEGIATE UPDATE**
The Committee considered a report of the Chief Executive Officer providing an update on progress in the establishment of Collegiate Sixth Form provision.
11. **CITY OF LONDON ACADEMIES TRUST RE-START ACADEMY PROGRAMME KS3 PROPOSALS**
The Committee considered a report of the Chief Executive Officer create alternative provision for Key Stage 3 pupils.
12. **CHIEF STANDARDS OFFICER UPDATE**
The Committee considered a report of the Chief Standards Officer setting out the current wellbeing context across CoLAT schools.
13. **NON-PUBLIC QUESTIONS**
There were no non-public questions.
14. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT THAT THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED.**
There was no other urgent non-public business.

The meeting ended at 10.03 am

Chairman

Contact Officer: Antoinette Duhaney
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Schedule of Board and Committee Meetings for the 2021/22 Academic Year

Friday 10 September 2021, 9 – 11am	Trust Board
Thursday 30 September 2021, 9 – 11am	Finance and Operations/Audit and Risk
Thursday 11 November 2021, 9 – 10am	Standards and Accountability
Thursday 9 December 2021, 9 – 11am	Finance and Operations/Audit and Risk
Thursday 16 December 2021, 9 – 11am	Trust Board
Friday 4 February 2022, 9 – 11am	Standards and Accountability
Thursday 24 February 2022, 9 – 11am	Finance and Operations/Audit and Risk
Thursday 17 March 2022, 9 – 11am	Trust Board
Friday 29 April 2022, 9 – 11am	Standards and Accountability
Thursday 7 July 2022, 9 – 11am	Finance and Operations/Audit and Risk
Thursday 14 July 2022, 9 – 11am	Trust Board

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Agenda Item 8

Committee	Date
Board of trustees of the City of London Academies Trust	8 July 2021
Subject: Policies for the City of London Academies Trust	Public
Report of: Claire Hersey, CFO	For Decision
FOR PUBLICATION	
Summary The Trust has a suite of key policies which should be reviewed regularly to ensure they remain appropriate for the Trust's current operations and provide consistency across the Trust where possible.	

Recommendations

The Trustees are asked to approve the following policies:

- Trust Complaints Procedure

Main Report

Overview

The Trust has a suite of key policies which should be reviewed regularly to ensure they remain appropriate for the Trust's current operations and provide consistency across the Trust where possible.

The documents have been written with the aim of providing policies only (i.e. what should be done) at a Trust level so that processes and procedures (i.e. how it should be done) can be determined locally according to the needs, resources and structure in each of the individual academies.

Complaints Procedure

A Trust-wide complaints procedure has been developed based on the current DfE model template. While local procedures exist in each academy a Trust-wide model has been developed to ensure the procedures are consistent across all COLAT academies.

Recommendations

The Trustees are asked to approve the Trust Complaints Procedure

Finance Policies

The key finance policies should be reviewed every year to ensure they remain appropriate for the Trust's current operations and provide Trust-wide guidance and procedures to ensure consistency across all the academies where possible. The finance policies are:

- Finance Policy
- Procurement and Tendering Policy
- Gifts and Hospitality Policy
- Charging and Remissions Policy
- Reserves Policy
- Investment Policy
- Expense Travel and Subsistence Policy

These key finance policies have been reviewed to ensure they are still appropriate and meet the needs of the Trust and the ten academies. The changes to the new 2020-21 Academies Accounts Direction and the 2021 Academy Trust Handbook do not have any significant impact on COLAT finance policies.

No changes are proposed for 2021-22

Other policies

The current trust Whistleblowing Policy has been reviewed and no changes are proposed for 2021-22. This policy can be found on the academy websites e.g.

https://www.colpai.org.uk/force_download.cfm?id=71

Updates to the following policies will be presented to the Trust Board at its meeting in September 2021.

- Safeguarding and Child Protection
- Freedom of Information
- Data Protection
- Records Retention

Appendix

- Trust Complaints Procedure

Complaints Procedure

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to the Trust or its schools about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. The Trust takes concerns seriously and will make every effort to resolve matters as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Headteacher will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Headteacher will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, the Trust will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Complaints against school staff (except the Headteacher) should be made in the first instance, to the Headteacher via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the Headteacher should be addressed to the Chair of Governors, via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the Clerk to the Governing Body via the school office. Please mark them as Private and Confidential.

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. Please mark them as Private and Confidential.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing

information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

Timescales

You must raise the 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. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Scope of this complaints procedure

This procedure covers all complaints about any provision of community facilities or services by the City of London Academies Trust, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
Admissions to schools	Concerns about admissions should be handled through a separate process – either through the appeals process or via the local authority.
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).
Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions . <i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure.</i>
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus . Volunteer staff who have concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
Staff conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations. If this happens, we will inform you of a proposed new timescale.

If a complainant commences legal action against the Trust in relation to their complaint, we will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

Resolving complaints

At each stage in the procedure, the Trust wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation 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 any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

Withdrawal of a complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Stage 1 – Informal complaints

It is hoped that most concerns can be expressed and resolved on an informal basis. Concerns should be raised with either the class teacher, year head / subject head or Headteacher. Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 3 of the procedure.

The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within five school days.

At the conclusion of their investigation, the appropriate person investigating the complaint will provide an informal written response within 10 school days of the date of receipt of the complaint.

If the issue remains unresolved, the next step is to make a formal complaint.

Stage 2 – Formal complaints

Formal complaints must be made to the Headteacher (unless they are about the Headteacher), via the school office. This may be done in person or in writing.

The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within five school days.

Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face to face meeting is the most appropriate way of doing this.

Note: The Headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.

During the investigation, the Headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Headteacher will provide a formal written response within 15 school days of the date of receipt of the complaint. If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the Trust will take to resolve the complaint.

The Headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

If the complaint is about the Headteacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 2. Complaints about the Headteacher or member of the governing body must be made to the Clerk, via the school office.

Stage 2 will be escalated to the CEO of the Trust if the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body.

Stage 3 – Panel Hearing

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3 – a panel hearing consisting of at least three people who were not directly involved in the matters detailed in the complaint with one panel member who is independent of the management and running of the school. This is the final stage of the complaints procedure.

A request to escalate to Stage 3 must be made to the Clerk, via the school office, within 10 school days of receipt of the Stage 2 response.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within five school days.

Requests received outside of this timeframe will only be considered if exceptional circumstances apply.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 15 school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

Stage 3 will be heard by the trustees and an independent panel member if the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under (Human Resources) staff disciplinary procedures, if appropriate, but outcomes will not be shared with them. Representatives from the media are not permitted to attend.

At least five school days before the meeting, the Clerk will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least five school days before the meeting.

Any written material will be circulated to all parties at least three school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and the Trust with a full explanation of their decision and the reason(s) for it, in writing, within 10 school days.

The letter to the complainant will include details of how to contact the Education and Skills Funding Agency (ESFA) if they are dissatisfied with the way their complaint has been handled by the Trust.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the Trust will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor and the Headteacher.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, along with what actions have been taken, regardless of the decision.

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.

Complaints escalated to/about the Trust, CEO or Trustee

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3 – a panel hearing consisting of at least three people who were not directly involved in the matters detailed in the complaint with one panel member who is independent of the management and running of the school. This is the final stage of the complaints procedure.

A request to escalate to Stage 3 must be made to the Clerk, via the school office, within 10 school days of receipt of the Stage 2 response.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within five school days.

Requests received outside of this timeframe will only be considered if exceptional circumstances apply.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 15 school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

Stage 3 will be heard by the trustees and an independent panel member if the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under (Human Resources) staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

At least five school days before the meeting, the Clerk will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least five school days before the meeting.

Any written material will be circulated to all parties at least three school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and the Trust with a full explanation of their decision and the reason(s) for it, in writing, within 10 school days.

The letter to the complainant will include details of how to contact the Education and Skills Funding Agency (ESFA) if they are dissatisfied with the way their complaint has been handled by the Trust.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the Trust will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor and the Headteacher.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, along with what actions have been taken, regardless of the decision.

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.

Next Steps

If 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 ESFA after they have completed Stage 3.

The ESFA will not normally reinvestigate the substance of complaints or overturn any decisions made by the Trust. They will consider whether the 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](#).

The complainant can refer their complaint to the ESFA online at: www.education.gov.uk/contactus, by telephone on 0370 000 2288, or by writing to:

Academy Complaints and Customer Insight Unit
Education and Skills Funding Agency
Cheylesmore House
5 Quinton Road
Coventry
CV1 2WT

Complaint Form

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address: Postcode: Day time telephone number: Evening telephone number: Email address:
Please give details of your complaint, including whether you have spoken to anybody at the school about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Action taken:

Date:

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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