Complaint Procedure

2026-2029

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Trust website		School website	
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**Policy level			
1	Trust wide	Single policy relevant to everyone and consistently applied across all schools and departments, with no variation. e.g. Complaints procedure	Statutory policies approved by the Board of Trustees (or designated Trustee Committee). Non-statutory policies approved by the CEO with exception of Executive Pay.
2	Trust core values	This policy defines the Trust core values in the form of a Trust statement to be incorporated fully into all other policies on this subject, that in addition contain relevant information, procedures and or processes contextualised to that school. e.g. Safeguarding, Behaviour	Statements in statutory policies approved by the Board of Trustees (or designated Trustee Committee). Statements in non-statutory policies approved by the CEO. Policy approved by Local School Board.
3	School/department	These policies/procedures are defined independently by schools as appropriate. E.g. Anti-bullying	Approved by Local School Board.

Purpose of the procedure

The purpose of this procedure is to ensure an equitable and consistent approach to dealing with concerns or complaints in the interests of all parties. It is important to us that all matters raised are dealt with fairly and impartially and it is our experience that most queries or concerns can be resolved satisfactorily through discussion or by providing clarification and/or further information. If you are concerned about anything, please let us know.

1. Range

1.1. A 'concern' may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*. We welcome telephone calls or emails from anyone who wants to discuss a concern before it becomes a complaint. "As public bodies, the Secretary of State for Education expects academies to handle complaints from people who are not parents of children at the school respectfully and expediently. They are not obliged to follow the complaints policy though".

1.2. A 'complaint' may be generally defined as "*an expression of dissatisfaction however made, about actions taken or a lack of action'.* It is expected that a complainant will have made reasonable attempts to seek an informal resolution prior to making a formal complaint.

1.3. Once all stages of the complaint procedure have been completed, the complaint will be deemed closed. Correspondence relating to the same matters will not normally be considered unless significant new evidence is presented.

2. Scope

2.1. This procedure applies to parents/carers of current students. The Trust may consider complaints from other members of the public, former parents, contractors or community members using this procedure or another appropriate process at its discretion.

2.2. Parental/student complaints are only applicable to current students, where a pupil leaves the school during the complaints process, the school reserves the right to determine whether it is reasonable and proportionate to continue the investigation.

2.3. References to the Headteacher is a generic term that encompasses the roles of Headteacher, Head of School, Executive Headteacher and Education Director.

2.4. Where the School is referred to, academy may apply.

2.5. Anonymous complaints will not normally be investigated unless there is sufficient evidence of a safeguarding, health and safety or other serious concern requiring investigation.

2.6. This procedure covers complaints about any provision for facilities or services that the school provides to students with the exceptions of those stated in Section 4 for which there are separate (statutory) procedures.

2.7. Schools/academies are required to offer a broad and balanced curriculum in accordance with Section 1 of the 2010 Academies Act. Should a parent/carer have a complaint about the curriculum they should follow this complaint procedure.

2.8. Depending on the nature of the complaint, the appropriate person will be appointed to investigate.

2.9. The School or Trust may nominate a single point of contact for all correspondence relating to a complaint. Complainants are expected to communicate through that nominated individual.

3. Communicating a concern or complaint

3.1. The majority of issues can be resolved informally, without the need to invoke formal procedures. and both the Trust and complainants should have the opportunity to resolve their concerns or complaint on an informal basis. Initial concerns are often best directed to the students Subject Teacher or Form Tutor. However, there are occasions when complainants would like to raise their concerns formally and the procedure for this is outlined in Section 13.

3.2. Concerns and complaints relating to the operation of an individual school must be raised with the school and progressed through the stages of this procedure.

3.3. Where correspondence is received directly by the Trust regarding a matter that falls within the responsibility of a school, the Trust will refer the complainant back to the school.

4. Complaints not covered by this procedure

4.1. Complaints subject to separate statutory processes include those concerning;

• Sex education	• Whistleblowing
• Admissions	• School re-organisation proposals
• Child protection	• Freedom of Information Requests
• Exclusions	• Subject Access Requests
• Statutory assessments of special educational needs	• Data Protection/GDPR
• Employee grievances	• Employee Disciplinary matters
• Recruitment processes	• Examination results and appeals
• National Curriculum assessment outcomes	• Services provided by external contractors or third-party providers

5. Expectations of the School

5.1. Those who raise a concern or complaint can expect the School to:

5.1.1. Be professional. You may not always agree with our decision, but we will explain our reasons.

5.1.2. Respond within a reasonable time and with courtesy and respect.

5.1.3. Treat the matter fairly, thoroughly and efficiently, attempting to resolve problems using reasonable means.

5.1.4. Ensure that nobody will be victimised as a result of a complaint being made.

5.1.5. Communicate verbally and/or in writing about the progress towards a resolution and/or the outcome of the complaint.

5.1.6. Consider making reasonable adjustments if required, in accordance with equality law.

6. Expectations of Complainants

6.1. The School can expect those who raise a concern or complaint with the School to:

6.1.1. Treat all school staff with courtesy and respect.

6.1.2. Avoid any use, or threatened use, of violence to people or property.

6.1.3. Avoid any aggression or verbal abuse.

6.1.4. Recognise the time constraints under which members of staff in schools work and allow reasonable time to respond and resolve a specific problem.

6.1.5. Understand that the School will not discuss specific consequences or sanctions given to a member of staff or student as a result of a complaint.

7. Complaint Campaigns

7.1. Should there be a large volume of complaints all based on the same subject or from complainants not connected to the School, appropriate methods of feedback will be considered which could include publication on the website.

8. **Outcomes** could include;

8.1. The complaint is not substantiated

8.2. An explanation or clarification

8.3. An apology from either party

8.4. Action to put matters right and/or prevent recurrence

9. Timescales

9.1. Complaints should be raised as soon as possible. A complaint raised more than 3 months after the incident has occurred is unlikely to be considered.

9.2. The designated timescales apply during term time. Complaints received outside of term time will be considered received on the first school day after the holiday period.

9.3. Where, for reasons beyond his/her control, such as the complexity of the complaint or the availability of witnesses etc., the Headteacher or Chair of the Local School Board is unable to comply with the timescales outlined in this procedure, he/she will inform the complainant in writing before the date by which the outcome was expected.

10. Confidentiality

10.1. All conversations and correspondence will be treated with discretion, however, all parties to a complaint will need to be aware that some information including correspondence, statements and records relating to individual complaints may have to be shared with others involved in the operation of the complaint procedure and/or where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

10.2. Complainants should be aware that a written record will be maintained of all meetings.

11. Record Keeping

11.1. Recording of a complaint will begin at the point when a concern has become a complaint that cannot be resolved immediately but needs investigation and/or consultation with others in the School and will require a later report back to the complainant.

11.2. Recording at the earliest stage needs only be a very basic record of the complaint, giving the date, name of complainant and general nature of the complaint. Brief notes of meetings and telephone calls should be kept, and a written response added to the record.

11.3. The School will record the progress of the complaint and the outcome.

11.4. Records will be held centrally in line with GDPR.

11.5. No electronic devices are to be used for the purpose of recording any meetings related to the complaint procedure, by either party.

12. Entitlement to be accompanied to meetings

12.1. Complainants can be accompanied to meetings by either a friend or relative; however, they will be required to confirm the name and nature of their relationship with the person who is

accompanying them at least 2 school days prior to the meeting.

12.2. As recommended by the Department of Education Best practise guidance for academies complaints procedures these committee meetings are not a form of legal proceedings, therefore neither the complainant not the school will bring legal representation.

12.3. Should a member of staff be a witness in a complaint they are entitled to bring union representation.

13. The Complaints Procedure

13.1. The Trust will not investigate complaints other than in the following exceptions where the complaint concerns:

- the CEO;
- a Trustee;
- a Trust-wide policy or decision;

14. Informal Stage

14.1.1. Most concerns and complaints can be resolved informally.

14.1.2. There are many occasions where concerns can be resolved quickly and efficiently. Concerns should be referred initially to the appropriate member of staff and this may be by email, letter, telephone or in person by an appointment made at a mutually convenient time.

14.1.3. The member of staff will **aim** to acknowledge the concern/complaint orally, in writing or by email within 2 school days and respond to the complainant as soon as practical either by email, in writing, by telephone or during an arranged meeting.

14.1.4. The staff member dealing with the concern will make sure all parties are at least verbally informed of what action (if any) or monitoring of the situation has been agreed.

14.1.5. Where no satisfactory solution has been found within a maximum of 15 school days of acknowledgement, complainants can ask for their concern to be considered further, under Formal Stage 1.

14.1.6. If the concern relates to the Headteacher, the complainant should contact the Chair of the Local School Board, via the Clerk.

14.2. Formal Stage 1 – Headteacher

14.2.1. If the complaint is not resolved at the Informal Stage, the complainant must write to the Headteacher within 15 school days of receiving the outcome of the informal complaint.

14.2.2. The complainant should include details that might assist the investigation, including

- Issue complained about
- Dates(s)
- Action(s) already taken
- Desired resolution(s)
- Relevant evidence and copies of relevant documentation.

14.2.3. The Headteacher may delegate the task of investigation to an Investigating Officer.

14.2.4. The Headteacher (or Investigating Officer) should aim to acknowledge the complaint orally, in writing or by email, within 2 School days of receiving the complaint, confirming the nature of the complaint.

14.2.5. The Headteacher (or Investigating Officer) may meet the complainant to discuss /resolve the matter directly. The complainant may be accompanied by a friend or relative (please refer to Section 12 of this document).

14.2.6. The School will provide a written response to the complaint within 15 school days, if this is delayed, an email or letter will be sent explaining the reason for the delay and giving a revised target date for a response. A written response will include a decision and the reasons for it. Where appropriate, this will include what action the School will take to resolve the complaint.

14.2.7. If the complainant wishes to take the complaint further, they should notify the Chair of Local School Board within 15 school days of receiving the outcome letter.

14.3. Formal Stage 2 – Local School Board

14.3.1. Upon receipt of a written complaint, the Clerk to the Local School Board will acknowledge the complaint and notify the Chair of the Local School Board so that a review can be instituted if appropriate. However, if the Chair of the Local School Board is satisfied that the complaint has been investigated and answered fairly, thoroughly and effectively by the School or falls under Point 18, the Chair of the Local School Board will write to the complainant to advise that a review will not be arranged.

14.3.2. If a review is necessary, the Clerk to the Local School Board will write to inform the complainant, Headteacher, any relevant witnesses, and members of the panel at least 10 school days in advance, of the date, time and place of the meeting.

14.3.2.1. Meetings can be convened in the complainant's absence providing reasonable attempts have been made to accommodate alternative dates or if they refuse to attend.

14.3.2.2. The notification to the complainant will also inform him/her of the right to be accompanied to the meeting by a friend/advocate (see Section 12). The letter will also explain how the meeting will be conducted and the complainant's right to submit further written evidence to the panel which should be made available at least 5 school days prior to the meeting so that this can be circulated to all panel members.

14.3.2.3. The Clerk to the Local School Board will arrange to convene the panel for the above purpose compromising of three people not directly involved in the matters detailed in the complaint; generally, this will be the Chair or Vice Chair of the Local School Board, another governor and one person independent of the management and running of the school. If not previously involved, the Chair of the Local School Board should chair the panel; otherwise, the Vice-Chair should do so. Generally, it is not appropriate for the Headteacher to have a place on the panel.

14.3.2.4. The Chair/Vice Chair of the Local School Board will ensure that the complaint, where possible, is heard by the panel within a maximum of 20 School days of the receiving the written letter. All relevant correspondence regarding the complaint will be made available to the panel members and the complainant at least 5 school days before the hearing, where possible.

14.3.2.5. The Chair/Vice-Chair of the Local School Board will invite the Headteacher to attend the review meeting and prepare a written report for the panel in

response to the complaint. The Headteacher may also invite members of staff directly involved in matters raised by the complainant, to respond in writing or in person to the complaint.

14.4. Note that review panels will not

- Reinvestigate the complaint from the beginning
- Substitute their own judgement for professional decisions properly taken
- Determine disciplinary action against staff
- Require details of employment matters to be disclosed.

15. The Review Meeting

15.1. The aim of the meeting should be to resolve the complaint and achieve reconciliation between the School and the complainant. However, it must be recognised that sometimes it may only be possible to establish facts and make recommendations, which will satisfy the complainant that his or her complaint has been taken seriously.

15.2. If either party attempts to introduce previously undisclosed evidence or witnesses, it may be necessary to adjourn the review meeting so that the other side has time to consider and respond to the new evidence or alternatively not allow the new evidence or witnesses to be considered. This will be at the discretion of the Chair.

15.3. The review meeting will follow the procedure and model agenda set out in Appendix 1 and 2.

15.4. A copy of all correspondence and notes will be kept in line with GDPR.

16. If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonable in their exercise of the duties under education law, they can contact the Department of Education. The Department for Education will not normally reinvestigate the substance of a complaint. Its role is generally limited to considering whether the academy has complied with its complaint procedure and relevant legal requirements.

17. Complainants

17.1. Complaints concerning members of staff with responsibility for investigating complaints.

17.1.1. Where a complaint concerns in whole or part the conduct of the member of staff responsible for investigating complaints, the member of staff should, on receipt of the formal complaint, immediately refer the matter to the Headteacher. Either the Headteacher may designate another member of staff to act as the member of staff with responsibility for investigating the complaint, or they may deal with the complaint themselves.

17.2. Complaints concerning the Headteacher

17.2.1. In these cases, the Chair of the Local School Board must investigate the complaint and may draw on other third parties for assistance. Contact details for the Chair of the Local School Board can be found on the school website.

17.3. Complaints concerning the CEO, Chair of the Local School Board or a Trustee

17.3.1. In these cases, the Chair of Trustees must investigate the complaint. Contact details for the Chair of Trustees can be found on the Trust website.

17.4. Complaints concerning the Chair of Trustees

17.4.1. The complaint will be referred to the Members.

17.5. Complaints by members of the Local School Board or Trustees

17.5.1. Complaints by members of the Local School Board or Trustees will be dealt with in accordance with this procedure.

17.6. Complaints by members of staff

17.6.1. Complaints by members of staff will be referred to HR under the grievance policy.

17.7. Complaints by students

17.7.1. The Trustees will delegate the responsibility of managing complaints by students to the Headteacher.

18. Withdrawal of Complaints

18.1. Formal complaints may be withdrawn at any stage by notice in writing.

19. Serial, Persistent, or unreasonable (Vexatious) Complaints and/or Complainants

19.1. There will be occasions when, despite all stages of the complaint procedure having been followed, the complainant remains dissatisfied and/or where the complainant is deemed to be 'vexatious'. This could be because it is clear that the complainant has insufficient grounds for complaint and is seeking to annoy, or that a complaint has been investigated and is found not to be justified, but the complainant engages in making further accusations relating to the same issue or seeks unrealistic outcomes. Any such case will be dealt with on an individual basis. Further detail can be found in Appendix 3 of this document.

Appendix 1 – Complaints Review Panel

1. A complaints review panel will consist of two Governors and one person independent of the management and running of the school. If, not previously involved, the Chair of the Local School Board should chair the panel; otherwise, the Vice- Chair should do so.

2. The Clerk to the Local School Board will draw up the agenda and make all the necessary arrangements for the meeting.

3. The review panel has the power to make decisions on behalf of the Local School Board and may;
   3.1. Uphold the complaint
   3.2. Uphold it in part, or
   3.3. Dismiss the complaint

4. Where the issue under consideration does not fall within the remit of the review panel, the panel may still wish to make recommendations.

5. **Procedure for a Complaints review meeting**

5.1. Before a Meeting

5.1.1. Where possible a copy of the agenda, the complaint, and any written response from the Headteacher should be sent to the panel members at least 5 school days before the meeting. Each member of the panel must immediately read the papers to check that they have no significant involvement with the case under consideration but should not discuss it with anyone else. If they need to withdraw from the panel, the Clerk to the Local School Board should organise a substitute.

5.1.2. If there are witnesses, the Chair should agree with the panel who should be invited in to speak and in what order; at no time should the complainant, Headteacher or a witness be able to talk to panel members without both the complainant and Headteacher being present; these arrangements may have to be modified if one or more of the parties have absented themselves from the meeting.

5.2. The Meeting

5.2.1. A model agenda is set out ***in Appendix 2.***

5.2.2. The panel are not bound to accept tabled papers and may adjourn if they feel that they need time to consider an unexpected issue, including procedural issues.

5.2.3. It is not usually appropriate for a child/student to attend.

5.3. Chair's Role

During the meeting the Chair:

5.3.1. Will explain the proceedings

5.3.2. Will hear the complaint by keeping to the agenda and reminding participants as necessary about the procedure, e.g. if interruptions occur.

5.3.3. Is responsible for controlling the meeting and will use their judgement to move the meeting on when necessary and aim towards a resolution by reaching a conclusion on the written and oral evidence presented at the meeting.

5.3.4. Will act impartially by treating all participants fairly.

5.3.5. At his/her discretion will invite witnesses to join the meeting when their input is required and to leave immediately afterwards.

5.3.6. Will try to ensure that any witnesses waiting, are called in due course if required or released if it becomes apparent that they will not be seen.

5.4. The Chair will explain the proceedings by:

5.4.1. Inviting introductions.

5.4.2. Explaining the agenda will be followed.

5.4.3. Listing the items briefly and let the participants know if they will receive a decision that day.

5.4.4. Clarifying if the complaint is complex and if there are some aspects of it that fall outside the panel's remit and will explain exactly which aspects of the complaint can be addressed by the panel, later, advise the complainant as to how best to follow up any complaint that could not be dealt with by the panel. Alternatively, the panel may wish to consider making representations to the responsible authority for those areas that fall outside its remit.

5.4.5. Making it clear that although the meeting will be as informal as possible, it is intended to keep to the agenda to allow everyone to have a fair hearing.

5.4.6. Explaining that the complainant will speak without interruption and then allow the Headteacher and panel members to ask any questions to clarify any issues raised; then the Headteacher's response will be heard, again without interruption and there will be an opportunity for the panel and the complainant to ask any questions about what has been said.

5.4.7. Indicating any time limits to adhere to.

5.5. The review panel will not

- Reinvestigate the complaint from the beginning
- Substitute their own judgement for professional decisions properly taken
- Determine disciplinary action against staff
- Require details of employment matters to be disclosed.

5.6. The Chair will conclude the discussion by:

5.6.1. Ensuring that all participants feel that they have had every opportunity to be heard but if they are beginning to repeat themselves at the "further questions or points" stage, move the meeting on by proceeding to the summing up. The complainant and Headteacher will then be invited to sum up if they wish but if the issues are clear, formal summing up may not be necessary.

5.6.2. Confirming the arrangements for the participants to receive the decision of the

meeting.

5.6.3. Writing down the decision of the panel so this can be accurately recorded in the minutes.

5.6.4. If the participants are invited back to hear the decision, making it clear to all parties that no further discussion is possible at that stage.

5.7. The decision letter and minutes:

5.7.1. The Clerk to the Local School Board will send a copy of the decision letter to the complainant, Headteacher and Chair of Local School Board

5.7.2. The Clerk will send a copy of the minutes to the Chair of the panel (if not the Chair of Local School Board), the minutes should record the procedure followed, the decision reached, and any recommendations made. These can be made available to the complainant on request.

5.7.3. It is usual for all documents relating to a complaint to be kept confidential in line with GDPR.

Appendix 2 - Formal complaint to the School's Local School Board (MODEL AGENDA)

1. Introduction and explanation of procedure, including the role of the Clerk to the Local School Board.

    1.1. Complainant's presentation and opportunity to explain their complaint, call witnesses (subject to prior arrangement) and questions to both by Headteacher and/or review panel.

    1.2. Headteacher to explain the schools/academy's response, call witnesses (subject to prior arrangement) and questions to both by complainant and/or panel.

    1.3. Any further questions or points from any of the parties.

    1.4. Opportunity for summing up by Headteacher.

    1.5. Opportunity for summing up by complainant.

    1.6. Summing up by the Chair including advising that the panel can:
        1.6.1. Uphold the complaint in full
        1.6.2. Uphold it in part, or
        1.6.3. Dismiss the complaint.

    1.7. The Chair of the panel should explain to the complainant and the Headteacher that the panel will consider its decision, and a written decision will be sent to both parties within a maximum of 15 school days. The letter will inform the complainant of any further rights of representation.

    1.8. The complainant, Headteacher, other members of staff and witnesses should then leave.

    1.9. The panel will then consider the complaint and all the evidence presented and reach a unanimous, or at least a majority decision on the complaint and will decide;
        1.9.1. Whether the complaint should be upheld or denied
        1.9.2. The reasons for their decision
        1.9.3. Any action to be taken
        1.9.4. Any recommendations they wish to make to the Headteacher or Board of Local School Board.

    1.10. The panel must consider whether any items are confidential and should therefore not be available to persons wishing to inspect governance papers.

Appendix 3 – Procedure for Dealing with Vexatious Complaints and Complainants and/or Harassment

Definition and Scope

A vexatious complaint is one that is obsessive, persistent, harassing, or repetitious, often lacking substantive grounds and pursued in a manner intended to cause disruption or distress. This includes excessive communication, unrealistic demands, or refusal to accept outcomes already addressed. The term vexatious is recognised in law and means 'denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant'.

This appendix applies to and should be read in conjunction with all complaints that fall within the remit of the Complaints Procedure.

Harassment

Harassment is the unreasonable pursuit of such actions above, in such a way that they:

- Appear to be targeted over a significant period on one or more members of school staff and/or;
- Cause on-going distress to individual member(s) of school staff and/or;
- Have a significant adverse effect on the whole/parts of the school/Trust community and/or;
- Are pursued in a manner which can be perceived as intimidating and oppressive by the recipient. This could include situations where persistent demands and criticisms, whilst not particularly taxing or serious when viewed in isolation, have a cumulative effect over time of undermining confidence, well-being and health.

Indicators of Vexatious or Persistent Behaviour

A complainant may be considered vexatious if they:

- Repeatedly raise the same issue despite responses.
- Make excessive demands on staff time (e.g. frequent calls, correspondence or unannounced visits).
- Use aggressive, abusive, or intimidating language or behaviour.
- Uses Freedom of Information requests excessively and unreasonably.
- Insist on only dealing with the Headteacher/CEO irrespective of the issue and the level of delegation in the school/Trust to deal with such matters.
- Refuse to follow the proper channels or accept the outcome of the complaints process.
- Submit complaints with the intent to harass or undermine staff, including making what appears to be groundless complaints about staff dealing with the complaint and seeking to have them replaced.
- Use social media to rally others or disparage the school/Trust.

Initial Response

- **Informal Warning:** The headteacher/CEO should inform the complainant—preferably in writing—that their behaviour is becoming unreasonable and may be considered vexatious if it continues.
- **Clarify Expectations:** Reiterate the expectations for respectful communication and the appropriate channels for raising concerns.

Escalation Measures

If the behaviour persists, the following actions may be taken:

- **Written Notification:** Inform the complainant that their behaviour is now deemed vexatious and falls under this procedure for Dealing with Vexatious Complaints and Complainants and/or Harassment.

- **Communication Restrictions:**
  - Limit contact to a single communication channel (e.g. written only), except in cases of dire emergency.
  - Appoint a named contact for all future correspondence.
  - Block email correspondence except to a named contact.
  - Set limits on the frequency and duration of contact.
  - Advise the complainant that any further correspondence that does not highlight any significantly new matters, will not necessarily be acknowledged and responded to but will be kept on file.

- **Meeting Protocols:**
  - Require that all meetings be attended by a second staff member.
  - Document all interactions.

- **Site Access:**
  - Issue a warning or impose a temporary ban from a school site in cases of aggression or harassment.

- **Legal Advice:**
  - Seek guidance from HR or Legal Services regarding anti-harassment action or further restrictions.

Review and Monitoring

The Headteacher/CEO will keep the Chair of Governors/Trustees informed of any complaint or complainants that are treated using the guidance in this appendix.

Any restrictions or sanctions should be reviewed at least annually.

Legitimate new complaints may still be considered under the usual policy even if the person making them is, or has been, subject to this procedure for Dealing with Persistent or Vexatious Complaints and/or Harassment.

If the complainant's behaviour improves but later reverts, the school may resume restrictions at an appropriate level.

Right of Appeal

A complainant who has been informed that communication restrictions or other measures have been imposed under this procedure may appeal the decision within 10 school days.

The appeal may only consider whether:

- the procedure has been applied correctly;
- the decision was reasonable and proportionate in the circumstances; and
- relevant evidence was taken into account.

The appeal will not re-investigate the original complaint.

The decision of the Chair of Governors/Trustees shall be final.