Complaints Process Flow Chart

Bright Futures
EDUCATIONAL TRUST
The best *for* everyone, the best *from* everyone

Initial Contact

- Parent or carer raises a concern or complaint that they wish to be looked into by school.

Stage 1
Informal

- In the first instance any concerns or complaints you may have should be discussed with your child's class teacher/form tutor as soon as possible. In most cases any concerns or complaints addressed in this way can be resolved quickly and informally. The academy will aim to resolve within 15 days of the date it was raised.

Stage 2
Inform Principal in writing

- If you are still unhappy, you should put your complaint in writing to the Principal. In most cases, the Principal will arrange to meet with parents or carers to discuss and try to resolve the complaint.
- Ideally, you will be informed of the response to your complaint in writing within 10 working days.

Stage 3
Review of Stage 2 outcome

- If your complaint is still not resolved, you should write to the Local Governing Body. Your complaint will be acknowledged within 5 working days of receipt.
- You will be informed with 20 working days from the date of request on the outcome of your complaint.

Stage 4
Appeal to Panel

- If the complainant is not satisfied with the outcome of stage 3, they may lodge the complaint to be reviewed at the final stage of the procedure. This should be addressed to the Local Governing Body and must clearly state the grounds for escalating the complaint.

You can find out more detailed information in our Complaints Policy via the website: https://www.bright-futures.co.uk/information/policies/