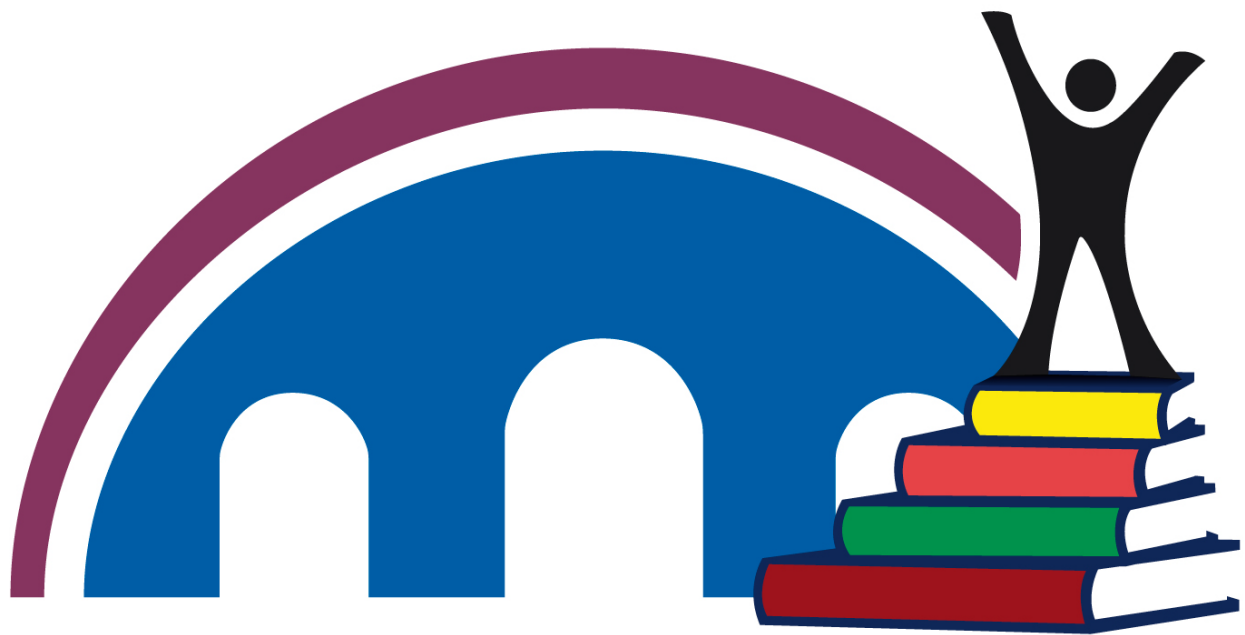




Bridge Academy Trust

COMPLAINTS POLICY

September 2026

Summary of Changes

Section Number	Current	Proposed Amendment
1.1	This Complaints Policy covers initial issues raised and the procedure that schools....	This Complaints Policy covers complaints from their initial concern stage through to stage 2 complaints hearings and the procedures that schools....
2.9	-	Insertion of paragraph concerning use of AI in letters.
8.5	In line with our Parental Conduct Statement	Document is Parent Code of Conduct.
9.2(a)	Audio recordings or voice notes of any meetings or hearings conducted under this policy are prohibited	Updated in line with new guidance on recording for the purposes of minute taking only.
P7 Flow Chart	Clerk to Trust	PA to Chief Officers
11.5	-	Addition of requirements to update Headteacher
12.5		Clarification on aim of panel
12.6		Clarification on who will receive paperwork and format/mode of delivery
12.8		Clarification on requirements for Headteacher to attend
12.10		Clarification on who will deliver case for school
12.11	-	New section to clarify when outcomes are shared with Headteacher
12.12	-	Clarification on role of Governance Professional with regards to final report
12.13	-	Clarification on attendance by other staff members

Date of Draft Policy: (this is the month/year the policy was drafted)	March 2026	
Last approved version Frequency of review	17 th June 2025 Annually	
Consultation with Staff Required	Yes ☐	No ☒
Period of Consultation (if required)	From N/A	To N/A
Trustees Committee Reviewing Document	Trustee Policy Review Committee	
Date of Board of Trustees Meeting at which Policy Approved	16 th June 2026	
Date of Adoption of Policy	1 st September 2026	
Date Policy available on Central Area/www (If appropriate)	1 st September 2026	
Reviewer	CFOO/Governance Professional	
Advice From	Browne Jacobson	

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INTRODUCTION

- 1.1 This Complaints Policy covers complaints from their initial concern stage through to stage 2 complaints hearings and the procedure that schools within Bridge Academy Trust, Local Governing Committees and Trustees must take.
- 1.2 Complaints from any stakeholder of Bridge Academy Trust will be dealt with under this policy.
- 1.3 Our policy and Government Guidelines are that any concerns and complaints should be dealt with locally, at school level, wherever possible. This is because we want to build and maintain good relationships and to work to provide the best possible education.
- 1.4 Our policy complies with [Part 7 of The Education \(Independent School Standards\) Regulations 2014](#).

SCOPE

- 2.1 The Trust expects all complainants to make reasonable attempts to seek an informal resolution.
- 2.2 The Trust encourages parents/carers and others to approach the academy with any concerns and refrain from airing concerns about the academy and its staff on social media sites. Posting negative comments on social media can cause damage and upset and is often counter-productive to students' education.
- 2.3 To investigate your complaint properly and fairly, we have implemented a staged approach. We anticipate that almost all complaints that arise will be resolved at Stage 1 or Stage 2 outlined below.
- 2.4 We expect our members of staff to be addressed in a respectful manner and for communication to always remain calm. The procedure under section 6 will only be used on very rare occasions to deal with repetitious and/or vexatious complaints or complaints pursued in an otherwise unreasonable manner.
- 2.5 Complainants should not approach individual Trustees or Governors to raise concerns or complaints. They have no power to act on an individual basis, and it may prevent them from considering complaints at later stages.
- 2.6 If a complainant commences legal action against the trust in relation to their complaint, we will consider whether it would be appropriate to suspend the complaints procedure until those legal proceedings have concluded.
- 2.7 If a complainant wishes to withdraw their complaint, we will ask them to confirm this in writing.
- 2.8 All concerns/complaints can be made in person, in writing (including by email) or by telephone. They may also be made by a third party acting on behalf of a Complainant, if they have appropriate consent to do so.
- 2.9 The Trust reserves the right to decline complaint correspondence where there are reasonable grounds to believe it has been generated, in whole or in part, using Artificial Intelligence (AI).

- 2.10 Concerns can be made via email. The relevant email address can be found on the school and Trust websites.
- 2.11 Complainants should follow the [Concerns/Complaints Flow Chart](#) within this policy and ensure the complaint is initially received by the local school.
- 2.12 Local Governors and Trustees should not be responding to any complaint in the first instance and should direct the complainant to the Headteacher/Head of School. Failure to do so may jeopardise a fair and equitable process.
- 2.13 If the complaint is escalated to any external body/agency or if legal action commences before the Trust's complaints process is completed, the Chair of the Trust must be notified and must consider a suspension of this policy until a response from the external agency is received in relation to the complaint.
- 2.14 This Complaints Policy does not cover policies named in [Appendix A](#).
- 2.15 Complaints against individual members of staff will be investigated under this policy and may subsequently be dealt with under internal HR policies which are confidential in nature.
- 2.16 Any complaints regarding the Headteacher/Head of School must be addressed to the CEO who will take responsibility for the complaint.
- 2.17 Any complaints regarding the CEO must be addressed to the Clerk to Trustees who will liaise with the Chair of Trustees on this complaint.

COMPLAINT ABOUT:	CONTACT	EMAIL
CEO	Chair of Trustees	clerk@bridgeacademytrust.org
Headteacher/Head of Schools	CEO	PA@bridgeacademytrust.org

ROLES AND RESPONSIBILITIES

TRUSTEES AND LOCAL GOVERNORS

- 3.1 The involvement of Trustees and Local Governors is at stage 2 only. It is important that all stakeholders follow this guidance to ensure equity and fairness for all.

CEO

- 3.2 The CEO is responsible for considering anonymous complaints and complaints concerning any Headteacher/Head of School within the schools of the Trust.
- 3.3 The CEO may agree to witness confidentiality in exceptional circumstances.

HEADTEACHER/HEAD OF SCHOOL

- 3.4 The Headteacher/Head of School will receive all concerns/complaints or nominate a designated Senior Leader on their behalf.

- 3.5 The Headteacher/Head of School is responsible for ensuring that complaints are followed under the correct policy and must refer to [Appendix A](#) for exceptions.

CLERK TO THE TRUST

- 3.6 The Clerk to the Trust is responsible for centrally filing all paperwork following a Stage 1 complaint and must not be involved until stage 1 has been completed.
- 3.7 The Clerk is responsible for all paperwork, arranging a committee for Stage 2 complaints and ensuring the Local Governing Committee (LGC) and or Trust, is advised as per the policy.

EQUALITY IMPACT ASSESSMENT (EIA)

- 4.1 An Equality Impact Assessment has been completed for this policy which identified no significant negative impacts

INITIAL CONCERNS AND COMPLAINTS

- 5.1 All issues raised, whether a concern or a complaint, will be dealt with under the first section of this policy.
- 5.2 Any concerns/complaints received centrally will be directed to the correct recipient.

ANONYMOUS COMPLAINTS

- 6.1 The Trust will not normally investigate anonymous complaints. However, the CEO must be advised of any anonymous complaints and will determine whether the complaint warrants an investigation and how to proceed.

HISTORICAL ISSUES

- 7.1 All concerns/complaints must be raised within 3 months of the incident or occurrence of the issue.
- 7.2 Issues made outside of this timeframe must be sent to the CEO and will only be considered in exceptional circumstances.
- 7.3 The Trust will consider complaints received outside of term time to have been received on the first school day after the holiday period.

REPETITIOUS AND VEXATIOUS COMPLAINTS AND COMPLAINTS PURSUED IN AN OTHERWISE UNREASONABLE MANNER.

- 8.1 There are rare circumstances where we will deviate from the Complaints Procedure. These include, but are not necessarily limited to:

REPETITIOUS, INCLUDING SERIAL AND/OR PERSISTENT, COMPLAINTS

- 8.2 Where the complainant's complaint is the same, similar to or based on the same facts of a complaint which has already been considered in full, and we have:

- a) taken every reasonable step to address the complainant's concerns; and
- b) given the complainant a clear statement of our position and their options,

We will write to the complainant to advise that the complaints procedure has been exhausted and that we will not be responding to any further correspondence in relation to these matters. The complainant will be referred to the DfE.

VEXATIOUS COMPLAINTS

- 8.3 The Office of the Independent Adjudicator defines the characteristics of a 'frivolous' or 'vexatious' complaint as:

- a) complaints which are obsessive, persistent, harassing, prolific or repetitive.
- b) insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason.
- c) insistence upon pursuing meritorious complaints in an unreasonable manner.
- d) complaints which are designed to cause disruption or annoyance; and
- e) demands for redress that lack any serious purpose or value.

Examples include but are not limited to:

- a) refusal to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance.
- b) refusal to co-operate with the complaint's investigation process.
- c) refusal to accept that certain issues are not within the scope of the complaint's procedure.
- d) insistence on the complaint being dealt with in ways which are incompatible with the complaint's procedure or with good practice.
- e) introducing trivial or irrelevant information which they expect to be considered and commented on.

- f) raising large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales.
- g) making unjustified complaints about staff who are trying to deal with the issues and seek to have them replaced.
- h) changing the basis of the complaint as the investigation proceeds.
- i) seeking an unrealistic outcome, such as the inappropriate dismissal of staff.
- j) making excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.
- k) knowingly providing falsified information.
- l) publishing unacceptable information on social media or other public forums.

COMPLAINTS PURSUED IN AN OTHERWISE UNREASONABLE MANNER

- 8.4 Where the complainant's behaviour or language towards staff, Trustees or Governors is aggressive, abusive, offensive, discriminatory or threatening or insulting personal comments are made about, or threats are made towards, staff. In these circumstances we may:
- a) inform the complainant that we consider their complaint to be vexatious or the manner in which they are pursuing their complaint to be unreasonable and why and ask them to desist.
 - b) conduct the Complaints Committee on the papers only i.e., not hold a hearing.
 - c) refuse to consider the complaint any further and refer the complainant directly to the DfE.
- 8.5 We may also restrict the complainant's access to the academy, e.g. requesting contact in a particular form (for example, letters only), requiring contact to take place with a named person only, restricting telephone calls to specified days and times or number of contacts or banning the complainant from the academy's premises [in line with our Parent Code of Conduct].
- 8.6 Where the complainant's behaviour is so extreme that it threatens the immediate safety and welfare of staff, trustees or governors, we will consider other options - for example, reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of that action.

COMPLAINT CAMPAIGNS

- 8.7 For the purposes of this policy, a complaint campaign is defined as a complaint from three or more separate individuals (whether or not connected with the academy) which are all based on the same subject.
- 8.8 Depending on the subject in question, we may deviate from the procedure set out in this policy and instead:
- a) send a template response to all complainants; and/or
 - b) publish a single response on the academy's website (as applicable).

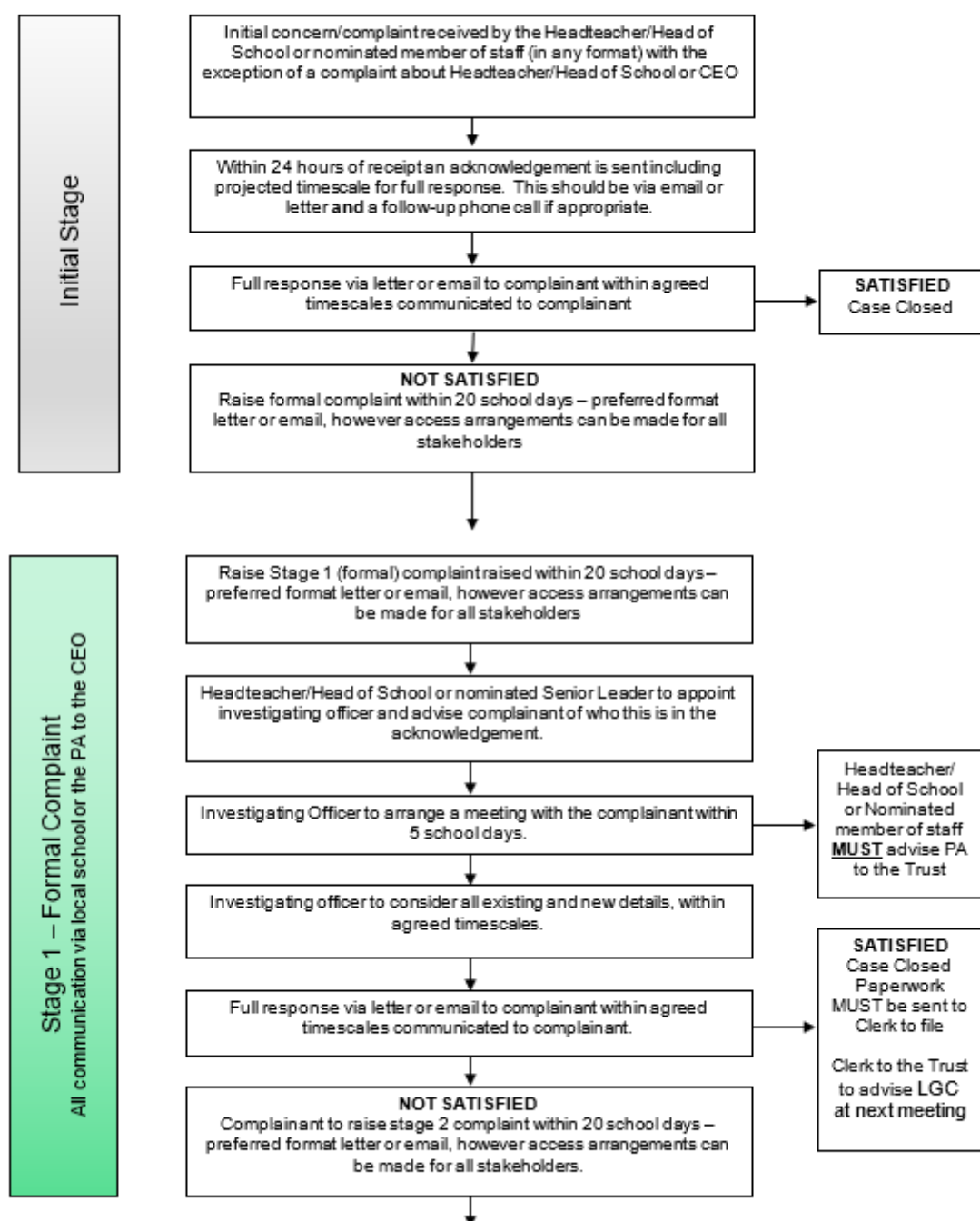
CONFIDENTIALITY

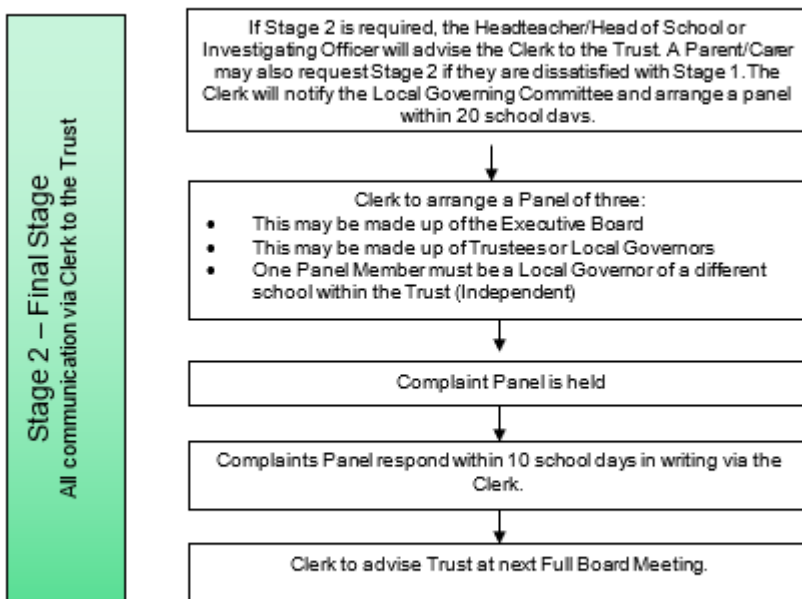
- 9.1 All aspects of complaints should be considered confidential by all parties and not discussed, with the exception of where the Secretary of State or a body conducting an inspection requests access ([\(The Education \(Independent School Standards\) Regulations 2017, Part 7, 33k\)](#)).
- 9.2 Audio recordings or voice notes of any meetings or hearings conducted under this policy are prohibited other than as outlined below:
- a) To ensure the accuracy of our meeting minutes, we record all meetings. The lawful basis for this practice is our Legitimate Interest in maintaining accurate records. For further details on how the Trust handles personal data, please refer to our 'Recorded Meetings' privacy notice and our Data Protection policy. Should you have any questions, please contact our Data Protection Officer at dpo@bridgeacademytrust.org. This recording will not be shared.
- 9.3 Names of any witnesses will be made available where their evidence is relevant to the disciplinary proceedings, unless it has been previously agreed by the CEO that a witness's identity should remain confidential.

PROCEDURES FOR INITIAL ISSUES RAISED

- 10.1 The school will make contact within 3 school days of the initial issue raised. This response must include a projected timescale for the full response and clear steps on what happens next in writing. A follow-up telephone conversation may be appropriate. It would be expected that most issues will be resolved within 15 school days.
- 10.2 The appointed person will ensure they speak directly to all appropriate people who may be able to assist with enquiries into the issues raised.
- 10.3 All projected time scales will be communicated within the initial response. If these timescales change, they must be communicated with all parties as soon as possible and new timescales agreed.
- 10.4 The final response will ensure that it is clear on any action or monitoring of the situation that has been agreed.
- 10.5 If the Complainant is still dissatisfied after the initial response, a formal complaint must be raised within 20 school days for it to move to Stage 1 as outlined in this policy.

CONCERNS/COMPLAINTS FLOW CHART





STAGE 1 (FORMAL COMPLAINT)

- 11.1 If any Complainant is not satisfied with the outcome from the initial issue raised, they may make a stage 1 formal complaint. This should be done in writing or by email to the school, including what recourse they are seeking. Access arrangements should be made for all stakeholders.
- 11.2 The formal complaint will be acknowledged in writing or via email within 3 school days confirming that it is a Stage 1 formal complaint and will set out projected timescales.
- 11.3 Within 5 school days the Complainant will be invited to a meeting to discuss the complaint with the Investigating Officer. The Complainant may be accompanied by one person to assist in explaining the details of the complaint.
- 11.4 The Investigating Officer will consider and evaluate all existing details and any new details arising from the meeting. The Investigating Officer will talk to and take statements as required.
- 11.5 Once all the relevant facts have been established a written/email response will be made. This will give a full explanation of the outcome of the investigation and any follow-up action if required. The Headteacher/Head of School will also be updated by the investigating Officer at this stage, unless they are the subject of the complaint.
- 11.6 All projected time scales will be communicated within the initial response. If this falls behind, they must be communicated with all parties as soon as possible and new timescales agreed.
- 11.7 The formal response will ensure that it is clear on any action or monitoring of the situation that has been agreed.
- 11.8 All relevant paperwork must be sent to the Clerk to file.
- 11.9 If the Complainant is still dissatisfied after Stage 1, a formal complaint must be raised within 20 school days for it to move to Stage 2 as outlined in this policy.

STAGE 2 (FINAL STAGE)

- 12.1 If any Complainant is not satisfied with the outcome from the Stage 1 response, they may make a stage 2 (final) formal complaint. This should be made in writing or by email and should include what redress is being sought. Please complete the form at Appendix C. This should be sent either to the Clerk to Trustees via email or to the school, addressed to the Clerk to Trustees, however, access arrangements should be made for all stakeholders.
- 12.2 The Clerk to the Trustees will respond to the Complainant to outline the procedures and timescales within 5 school days.
- 12.3 The Clerk will arrange a formal complaint panel hearing. This panel will be made up of 3 from the following: Executive Board, Trustees or Local Governors, of which 1 must be a Local Governor of a different school within the Trust (Independent).
- 12.4 The complaint panel hearing timescales will be set out by the Clerk and will depend on availability. The Trust should aim to hold this hearing within 20 school days.

12.5 The aim of a Complaint Panel Hearing is to provide fresh, impartial scrutiny of the complaint and previous stages, in a fair, non-adversarial setting, so the panel can:

- a) Decide whether the complaint should be upheld (in full or in part) or dismissed.
- b) Recommend appropriate remedial actions to resolve the issue and help prevent a recurrence.
- c) Communicate the decision, reasons and any next steps to the complainant in writing, including information on further rights of appeal/escalation.

It may sometimes only be possible for the Complaint Panel to establish the facts and make recommendations, which should reassure the complainant that the complaint has been taken seriously, and action has been taken to prevent a similar situation occurring in the future.

12.6 No additional evidence should be presented. The Investigating Officer will give all the documentation to the Clerk including the initial concern raised, as well as any investigating documents including the final response made. The Clerk will circulate papers to the 3 panel members, Investigating Officer, School Representatives and the Complainant at least 3 school days prior to the panel hearing. Information will be provided electronically and as a hard copy (if required) to be collected from the school. Papers will not be posted to home addresses.

12.7 If new evidence needs to be presented, then the complaint needs to be reinvestigated under Stage 1 of this policy.

12.8 At the complaint panel hearing the Complainant and Investigating Officer will be required to attend. The Headteacher/Head of School also is required to attend if not the Investigating Officer. The Clerk will advise if the Headteacher should attend.

12.9 The Complainant may be accompanied by one person to assist in explaining the details of the complaint (this must be communicated to the Clerk 5 school days ahead of the meeting).

12.10 The school case will be delivered by the Investigating Officer.

12.11 If the Investigating Officer is **not** the Headteacher then the investigation should not be shared with the Headteacher until its' completion and final report is produced. This ensures the Headteacher remains impartial.

12.12 The Investigating Officer should **not** send the report to the Governance Professional for review. The Governance Professional will provide guidance on procedural matters only.

12.13 Depending on the nature of the complaint, other members of staff may be requested to attend the hearing. This will be decided by the Governance Professional.

THE COMPLAINTS HEARING

13.1 The Complaints Panel Hearing will operate in accordance with the following formal procedures.

- a) The Clerk of the Complaint Panel will arrange for the Complaint Panel Hearing to take place normally within twenty school days. The Complainant will need to confirm to the Clerk within 5 school days of receiving the confirmation. If the Complainant is not available, one re-arrangement will be offered.

- b) The Clerk to the Complaint Panel will distribute the relevant documents within 5 working days of the panel hearing.
- c) Should any party not be able to attend the hearing on the date confirmed by the Clerk, the Clerk will seek to find an alternative date. If they are still unable to attend the alternative date, the Clerk will inform the complainant that the meeting will take place in their absence.
- d) The Clerk will attend the Complaint Panel Hearing to ensure an accurate record is made during the proceedings.
- e) During the meeting, the following will occur:
 - i) the Complainant will be given the opportunity to explain the issues.
 - ii) the Investigating Officer may ask questions of the Complainant.
 - iii) the Complaint Panel may ask questions of the Complainant.
 - iv) the Investigating Officer will explain the process taken and the school's response.
 - v) the Complainant may question the Investigating Officer.
 - vi) the Complaint Panel may question the Investigating Officer.
 - vii) each party may make a brief final statement.
 - viii) The Investigating Officer and Complainant will be asked to leave, the panel and Clerk will remain.
- f) The Complaint Panel will then consider the complaint and all the information and documentation presented in order to:
 - i) make findings of fact, on a balance of probabilities (that is to say, more likely than not to be true).
 - ii) make recommendations as to action to be taken, if necessary.
- g) The Clerk will notify the complainant, the person complained about, if appropriate, in writing of the findings and recommendations within ten school days and these will be available on the school premises for inspection by the Headteacher/Head of School. Please refer to section 2 above.

REFERRAL TO THE DEPARTMENT FOR EDUCATION

- 14.1 If the Complainant remains unsatisfied with the outcome of the complaint hearing, the complaint can be raised with the DfE, and/or to Ofsted.
- 14.2 The DfE will not usually review the subject matter of your complaint or the decision of a formal Complaint Panel Hearing. The DfE will not usually investigate complaints more than 12 months after the decision or action was taken (updated March 2021). The DfE will, however, review the Trusts Complaints Policy to ensure that it complies with the Education (Independent School

Standards) (England) Regulations 2018 (as amended) and that the school followed the procedure contained within its Complaints Policy.

- 14.3 At the time of writing this procedure, details about the DfE procedure and the DfE academy complaints form are available at: [How DfE handles complaints about academies - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/how-dfe-handles-complaints-about-academies)

RETENTION OF COMPLAINTS RECORDS

- 15.1 The paperwork for all initial issues raised should be retained until the complaint has been satisfied.
- 15.2 The Trust will keep a written record of all complaints and the actions taken by the school, whether resolved following stage 1 or a panel hearing at stage 2, regardless of whether they are upheld which will include the actions taken ([The Education \(Independent School Standards\) Regulations 2017, Part 7, 33j](#)).
- 15.3 All paperwork will be held in accordance with the Trust Records Management Policy and will be kept confidential, please refer to section 2 above.

APPENDIX A: COMPLAINTS NOT COVERED IN THIS POLICY

Exceptions	Who to contact
- Admissions to schools - Statutory assessments of Special Educational Needs	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with Essex County Council: https://www.essex.gov.uk/Education-Schools/Schools/Admissions/Pages/Admissions.aspx
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are managed 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). <Contact Essex County Council childrens.safeguarding@essex.gov.uk Telephone 0333 013 9797
Data Protection	Data protection complaints do not follow the Trust's standard complaints policy and are handled separately in accordance with data protection legislation and the Trust's Data Protection Policy.
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. <> Behaviour policy available on individual school website.</i>
National Curriculum content	Please contact the Department for Education at: www.education.gov.uk/contactus
Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
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 because of a complaint. However, the Complainant will be notified that the matter is being addressed.
Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
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 directly to the LA or the Department for Education (see link above), depending on the substance of your complaint.
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APPENDIX B1: AIDE MEMOIRE (FOR SCHOOLS)

NAME	DATE FIRST RECEIVED
ISSUE	

INITIAL CONTACT (LIST CHRONOLOGY OF EVENTS)	DATE

STAGE 1 (LIST CHRONOLOGY OF EVENTS)	DATE

STAGE 2 (LIST CHRONOLOGY OF EVENTS)	DATE
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APPENDIX B2: EXAMPLE AIDE MEMOIRE

NAME OF COMPLAINANT Mr. & Mrs. Bloggs	DATE FIRST RECEIVED 01/02/24
ISSUE Mr. & Mrs. Bloggs son has had a supply teacher for over 40% of his lessons for over 3 weeks. Parents are unhappy with lack of quality of education.	

INITIAL CONTACT (LIST CHRONOLOGY OF EVENTS)	DATE
Complaint received to CEO of Trust	01/02/24
CEO PA sent email concern to HT.	01/02/24
HT contacted parents with reply to say complaint being investigated by DH will receive contact within 5 days.	02/02/24
Mr. & Mrs. B contacted via telephone to discuss recent sickness virus and long-term illnesses. Will look at additional support for son.	05/02/24
DH emailed to confirm telephone conversation.	06/02/24
Mr. & Mrs. is not satisfied with response and raises a formal complaint	16/02/24

STAGE 1 (LIST CHRONOLOGY OF EVENTS)	DATE
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See above formal complaint received.	16/02/24
HT advises Mr. & Mrs. B that complaint will now be investigated by different DH (DH2)	17/02/24
HT advises clerk to trust that they have stage 1 for info only.	17/02/24
DH2 contacts Mr. & Mrs. B to arrange a meeting to discuss the issue further.	20/02/24
DH2 met with parents have agreed 2 weeks to investigate timetable and current assessed grades	24/02/24

DH2 meets with cover manager/ head of math and science to investigate.	01/03/24- 05/03/24
DH2 responds via email to Mr. & Mrs. B with suggested solution and apology (email attached)	08/03/24
Mrs. & Mrs. B still very unhappy with “poor excuses and lack of ownership of the problem” this email was sent to Headteacher/Head of School.	21/03/24
HT forwards to Clerk	21/03/24

STAGE 2 (LIST CHRONOLOGY OF EVENTS)	DATE
Clerk responded to Mr. & Mrs. B	21/03/24
Clerk emailed LGC and asked for a panel to hear complaint.	22/03/24
Clerk chased governors to confirm the panel date.	25/03/24
Clerk arranged panel for 10/04/21 email to advise Mr. & Mrs. B sent.	27/03/24
Clerk arranges for evidence packs for panel and Mr. & Mrs. B distributed.	28/03/24

APPENDIX C – PARENT COMPLAINT FORM – STAGE 2

Please complete this form and send it to clerk@bridgeacademytrust.org

Your name:
[Pupils/students]'s name:
Your relationship to [pupils/students]:
Your address and postcode:
Your daytime telephone number:
Your evening telephone number:
Your email address:
Your complaint is: (if you have more than one complaint, please number these)
What action have you already taken to try and resolve your complaint(s) in accordance with Stage 1 of the academy's complaints procedure? (Who did you speak to and what was the response?)

