



# COMPLAINTS PROCEDURE AND POLICY

In toto ed Ltd

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# Table of Contents

<b>1. Aims</b>	<b>3</b>
<b>2. Legislation and Guidance</b>	<b>3</b>
<b>3. Scope</b>	<b>3</b>
<b>4. Roles and Responsibilities</b>	<b>4</b>
4.1 The Complainant	4
4.2 The Investigator	4
4.3 The Complaints Co-ordinator	4
4.4 The Head of School or Director of HR, Compliance and Safeguarding (Complaint Handler)	5
4.5 Complaint Chair	5
<b>5. Principles for Investigation</b>	<b>5</b>
5.2 Timescales	5
<b>6. Stages of Complaint (Not Complaints Against the Head of School, Director of HR, Compliance and Safeguarding, Board of Directors or the Proprietors)</b>	<b>6</b>
6.2 Stage 1: Informal	6
6.3 Stage 2: Formal	6
6.3.6 How to Escalate a Complaint	7
6.4 Stage 3: Review Panel	7
<b>7. Complaints against the , Director of HR, Compliance and Safeguarding, Board of Directorss or Proprietors</b>	<b>9</b>
7.1 Stage 1: Informal	9
7.1.5 How to escalate a complaint	9
7.2 Stage 2: Formal	9
7.3 Stage 3: Submit the Complaint to an Independent Reviewer	10
<b>8. Referring Complaints on Completion of In Toto Ed’s Procedure</b>	<b>10</b>
<b>9. Unreasonable and persistent complaints</b>	<b>11</b>
9.1 Unreasonable complaints	11
9.2 Steps we will take	12
9.3 Serial/persistent complaints	12
9.4 Duplicate complaints	13
9.5 Complaint campaigns	13
<b>10. Record keeping and confidentiality</b>	<b>13</b>
<b>11. Learning lessons</b>	<b>14</b>
<b>12. Monitoring arrangements</b>	<b>14</b>
<b>13. Links with other policies</b>	<b>15</b>

## 1. Aims

- 1.1 In Toto Ed aims to meet its statutory obligations when responding to complaints from parents/carers of the students that attend all In Toto Ed sites.
- 1.2 When responding to complaints, we aim to:
  - Be impartial and non-adversarial
  - Facilitate a full and fair investigation by an independent person or panel, where necessary
  - Address all the points at issue and provide an effective and prompt response
  - Respect complainants' desire for confidentiality
  - Treat complainants with respect and courtesy
  - Make sure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
  - Keep complainants informed of the progress of the complaints process
  - Consider how the complaint can feed into school improvement evaluation processes
- 1.3 We will try and resolve complaints by informal means wherever possible. Where this is not possible, formal procedures shall be followed.
- 1.4 In Toto Ed will aim to give the complainant the opportunity to complete the complaints procedure in full.
- 1.5 To support this, In Toto Ed will ensure we publicise the existence of this policy and make it available on the school website.
- 1.6 Throughout the process, we will be sensitive to the needs of all parties involved and make any reasonable adjustments needed to accommodate individuals.

## 2. Legislation and Guidance

- 2.1 This document meets the requirements set out in part 7 of the schedule to the [Education \(Independent School Standards\) Regulations 2014](#), which states that we must have and make available a written procedure to deal with complaints from parents/carers of students at In Toto Ed.
- 2.2 It is also based on [best practice guidance for academies complaints procedures](#) published by the Education and Skills Funding Agency (ESFA).

## 3. Scope

- 3.1 This policy does **not** cover complaints procedures relating to:
  - Admissions

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- Statutory assessments of special educational needs (SEN)
  - Safeguarding matters
  - Suspension and permanent exclusion
  - Whistleblowing
  - Staff grievances
  - Staff disciplinarys
- 3.2 Please see our separate policies for procedures relating to these types of complaints.
- 3.3 Complaints about services provided by other providers who use the school premises or facilities should be directed to the provider concerned.

## **4. Roles and Responsibilities**

### **4.1 The Complainant**

- 4.1.1 The complainant will get a more effective and timely response if they:
- Follow these procedures
  - Co-operate with In Toto Ed throughout the process and respond to deadlines and communication promptly
  - Ask for assistance as needed
  - Treat all those involved with respect
  - Do not approach individual Board of Directors about the complaint
  - Do not publish details about the complaint on social media

### **4.2 The Investigator**

- 4.2.1 An individual will be appointed to look into the complaint and establish the facts. They will:
- Interview all relevant parties, keeping notes
  - Consider records and any written evidence, and keep these securely
  - Prepare a comprehensive report to the or complaints committee, which includes the facts and potential solutions

### **4.3 The Complaints Co-ordinator**

- 4.3.1 The complaints co-ordinator can be:
- The or Director of HR, Compliance & Safeguarding
  - The designated complaints Board of Directors
  - Any other staff member providing administrative support
- 4.3.2 The complaints co-ordinator will:
- Keep the complainant up-to-date at each stage in the procedure
  - Make sure the process runs smoothly by liaising with staff members, the , Director of HR, Compliance and Safeguarding or one of the Board of Directors
  - Be aware of issues relating to:
    - o Sharing third-party information

- Additional support needed by complainants; for example, interpretation support or where the complainant is a child or young person
- Keep records

#### **4.4 The Head of School or Director of HR, Compliance and Safeguarding (Complaint Handler)**

4.4.1 The complaint handler will:

- Be the contact point for the complainant and the complaints committee, including circulating the relevant papers and evidence before committee meetings
- Arrange the complaints hearing
- Record and circulate the minutes and outcome of the hearing

#### **4.5 Complaint Chair**

4.5.1 The complaint chair will:

- Chair the meeting, ensuring that everyone is treated with respect throughout
- Make sure all parties see the relevant information, understand the purpose of the committee, and are allowed to present their case

### **5. Principles for Investigation**

5.1 When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the complainant feels would put things right

#### **5.2 Timescales**

5.2.1 The complainant must raise the complaint within 3 months of the incident. If the complaint is about a series of related incidents, they must raise the complaint within 3 months of the last incident.

5.2.2 We will consider exceptions to this timeframe in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

5.2.3 When complaints are made out of term time, we will consider them to have been received on the first school day after the holiday period.

5.2.4 If at any point we cannot meet the timescales we have set out in this policy, we will:

- Set new time limits with the complaint
- Send the complainant details of the new deadline and explain the delay

## **6. Stages of Complaint (Not Complaints Against the Head of School, Director of HR, Compliance and Safeguarding, Board of Directors or the Proprietors)**

- 6.1 We have adopted a 3 stage process for dealing with complaints:
- Stage 1 – informal resolution
  - Stage 2 – formal investigation
  - Stage 3 – review panel

### **6.2 Stage 1: Informal**

- 6.2.1 In Toto Ed will take informal complaints seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.
- 6.2.2 The complainant should raise the complaint as soon as possible within the timescales set out in section 5.2.
- 6.2.3 The complaint should be addressed to the Director of HR, Compliance & Safeguarding or the Head of School, either in person or by letter, telephone or email. If the complainant is unclear who to contact or how to contact them, they should contact the school office telephone: 01223 344355 or by email: [Cambridge@in-toto-ed.com](mailto:Cambridge@in-toto-ed.com).
- 6.2.4 In Toto Ed will acknowledge informal complaints within 2 school days, which will confirm how the school intends to proceed, including an indication of the anticipated timescale.
- 6.2.5 The informal stage will involve a meeting between the complainant and the Head of School or Director of HR, Compliance & Safeguarding. A written response will be provided by the school within 5 school days following the informal meeting.
- 6.2.6 If the complaint is not resolved informally, it will be escalated to a formal complaint.

### **6.3 Stage 2: Formal**

- 6.3.1 The formal stage involves the complainant putting the complaint to the or the Director of HR, Compliance and Safeguarding and/or the subject of the complaint:
- In a letter or email (this is preferred)
  - In person
  - Through a third party acting on their behalf
- 6.3.2 The complainant should provide details such as relevant dates, times and the names of witnesses of events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint.

6.3.3 If complainants need assistance raising a formal complaint, they can contact the school office telephone: 01223 344355 or by email: [Cambridge@in-toto-ed.com](mailto:Cambridge@in-toto-ed.com)

6.3.4 The Head of School or Director of HR, Compliance & Safeguarding will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

6.3.5 The Head of School (or other person appointed by the for this purpose) will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within 10-15 school days.

### **6.3.6 How to Escalate a Complaint**

6.3.6.1 If the complainant wishes to proceed to the next stage of the procedure, they should inform the Board of Directors in writing within 5 school days. Requests received outside of this timeframe will be considered in exceptional circumstances.

6.3.6.2 Complaints can be escalated by contacting the Board of Directors:

- By letter or email
- Over the phone
- In person
- Through a third party acting on behalf of the complainant

6.3.6.3 The Board of Directors will need the details of the complaint as set out above, as well as details from the complainant on how they feel the previous stage of the procedure has not addressed their complaint sufficiently, and what they feel would resolve the complaint.

6.3.6.4 The clerk will acknowledge receipt of the request within 5 school days.

## **6.4 Stage 3: Review Panel**

### **6.4.1 Convening the panel**

6.4.1.1 Complaints will be escalated to the panel hearing stage if the complainant is not satisfied with the response to the complaint at the second, formal stage.

6.4.1.2 The panel will be appointed by, or on behalf of, the proprietor and must consist of at least 3 people who were not directly involved in the matters detailed in the complaint. At least 1 panel member must be independent of the management and running of the school. The panel cannot be made up solely of Board of Directors, as they are not independent of the management and running of the school.

6.4.1.3 The panel will have access to the existing record of the complaint's progress (see section 10).

- 6.4.1.4 The complainant must have reasonable notice of the date of the review panel. The Board of Directors will aim to find a date within 5 school days of the request, where possible.
- 6.4.1.5 If the complainant rejects the offer of 3 proposed dates without good reason, the Board of Directors will set a date. The hearing will go ahead using written submissions from both parties.
- 6.4.1.6 Any written material will be circulated to all parties at least 4 school days before the date of the meeting.
- 6.4.1.7 The Board of Directors will ensure that the hearing is properly minuted.

#### **6.4.2 At the meeting**

- 6.4.2.1 The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless required as part of reasonable adjustments. Prior knowledge and consent of all parties attending will be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.
- 6.4.2.2 At the review panel meeting, the complainant and representatives from In Toto Ed, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.
- 6.4.2.3 The complainant must be allowed to attend the panel hearing and be accompanied if they wish. We don't encourage either party to bring legal representation but will consider it on a case-by-case basis. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by their union.
- 6.4.2.4 Representatives from the media are not permitted to attend.
- 6.4.2.5 At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called, as appropriate, to present their evidence.
- 6.4.2.6 The panel, the complainant and the school representative(s) will be given the chance to ask and reply to questions. Once the complainant and school representative(s) have presented their cases, they will be asked to leave, and evidence will then be considered.
- 6.4.2.7 The panel will then put together its findings and recommendations from the case. The panel will also provide copies of the minutes of the hearing and the findings and recommendations to the complainant and, where relevant, the individual who is the subject of the complaint, and make a copy available for inspection by the proprietor and .

### **6.4.3 The outcome**

6.4.3.1 The committee can:

- Uphold the complaint, in whole or in part
- Dismiss the complaint, in whole or in part

6.4.3.2 If the complaint is upheld, the committee will:

- Decide the appropriate action to resolve the complaint
- Where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future

6.4.3.3 In Toto Ed will inform those involved of the decision in writing within 10-15 school days.

## **7. Complaints against the ,Director of HR, Compliance and Safeguarding, Board of Directors or Proprietors**

### **7.1 Stage 1: Informal**

7.1.1 Complaints made against the Head of School or Director of HR, Compliance & Safeguarding should be directed to the Board of Directors

7.1.2 A suitably skilled and impartial Board of Directors will then carry out the steps at stage 1 set out in section 6 above.

7.1.3 If the complaint is not resolved informally, it will be escalated to a formal complaint.

7.1.4 Complaints about the Board of Directors will be resolved at stage 2 below.

#### **7.1.5 How to escalate a complaint**

7.1.5.1 Complaints can be escalated by contacting the Board of Directors:

- By letter or email
- Over the phone
- In person
- Through a third party acting on behalf of the complainant

7.1.5.2 The Board of Directors will need the details of the complaint as set out above, as well as details from the complainant on how they feel the previous stage of the procedure has not addressed their complaint sufficiently, and what they feel would resolve the complaint.

### **7.2 Stage 2: Formal**

7.2.1 Complaints that involve or are about the Head of School should be addressed to the chair of governors, via the school office, marked as private and confidential.

7.2.2 Formal complaints can be raised:

- By letter or email

- Over the phone
- In person
- By a third party acting on behalf of the complainant

7.2.3 If the complaint is about the Head of School or the director of HR, Compliance & Safeguarding, a suitably skilled and impartial Board of Directors will then carry out the steps at stage 2 set out in section 6 above.

7.2.4 If the complaint is:

- Jointly about the Head of School and director of HR, Compliance & Safeguarding
- Regarding both of the Board of Directors

7.2.5 An independent investigator will carry out the steps in stage 2 set out in section 6 above. They will be appointed by the proprietors, and will write a formal response at the end of their investigation.

7.2.6 The written conclusion of this investigation will be sent to the complainant within 10-15 school days.

7.2.7 If the complainant wishes to proceed to the next stage of the procedure, they should inform the proprietor board in writing within 5 school days. Requests received outside of this timeframe will be considered in exceptional circumstances.

7.2.8 The proprietor will acknowledge receipt of the request within 5 school days.

### **7.3 Stage 3: Submit the Complaint to an Independent Reviewer**

7.3.1 If the complaint is about:

- The Head of School
- An individual Board of Directors

7.3.2 The steps outlined in stage 3 of section 6 will be followed.

## **8. Referring Complaints on Completion of In Toto Ed's Procedure**

8.1 If the complainant is unsatisfied with the outcome of In Toto Ed's complaints procedure and the complaint is regarding the school not meeting standards set by the DfE in any of the following areas, the complainant can refer their complaint to the DfE:

- Education
- Student welfare and health and safety
- School premises
- Staff suitability
- Making information available to parents
- The spiritual, moral, social or cultural development of students

8.2 The DfE will consider reports of a major failure to meet the standards. Where appropriate, it can arrange an emergency inspection to look at student

welfare and health and safety, and make sure that In Toto Ed deals with serious failings.

- 8.3 For more information or to refer a complaint, see the following webpage:  
[www.gov.uk/complain-about-school](http://www.gov.uk/complain-about-school)

## **9. Unreasonable and persistent complaints**

### **9.1 Unreasonable complaints**

9.1.1 Most complaints raised will be valid, and therefore we will treat them seriously. However, a complaint may become unreasonable if the person:

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- Refuses to co-operate with the complaints investigation process
- Refuses to accept that certain issues are not within the scope of the complaints procedure
- Insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- Introduces trivial or irrelevant information which they expect to be taken into account and commented on
- Raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- Makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- Changes the basis of the complaint as the investigation proceeds
- Repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- Refuses to accept the findings of the investigation into that complaint where In Toto Ed's complaint procedure has been fully and properly implemented and completed
- Seeks an unrealistic outcome
- Makes 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

- Uses threats to intimidate
- Uses abusive, offensive or discriminatory language or violence
- Knowingly provides falsified information
- Publishes unacceptable information on social media or other public forums

9.1.2 Please note: the above list is not intended to be exhaustive and is for guidance purposes only. It is at the discretion of In Toto Ed what is deemed to be unreasonable.

9.1.3 Complainants should try to limit their communication with the school while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

## **9.2 Steps we will take**

9.2.1 We will take every reasonable step to address the complainant's comments, and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal (as outlined above) wherever possible.

9.2.2 Whenever possible, the Head of School or chair of the board will discuss any concerns with the complainant informally before applying an 'unreasonable' marking. If the behaviour continues, the Head of School will write to the complainant explaining that their behaviour is unreasonable, refer them to this policy and remind them to act in accordance with it. For complainants who excessively contact In Toto Ed causing a significant level of disruption, we may:

- Give the complainant a single point of contact via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term
- Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice
- Put any other strategy in place as necessary

9.2.3 In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from school premises and ensuring appropriate measures of support are provided to staff where they are the subject of aggression and/or violence.

## **9.3 Serial/persistent complaints**

9.3.1 If the complainant contacts In Toto Ed again on the same issue, the correspondence may then be viewed as 'serial' or 'persistent'. We may stop responding to the complainant when the following conditions are met:

- We have taken every reasonable step to address the complainant's concerns
- The complainant has been given a clear statement of our position and their options
- The complainant contacts In Toto Ed repeatedly, making substantially the same points each time

9.3.2 The case to stop responding is stronger if:

- The complainant's communications are often or always abusive or aggressive
- The complainant makes insulting personal comments about or threats towards staff
- We have reason to believe the individual is contacting In Toto Ed with the intention of causing disruption or inconvenience

9.3.3 Where we decide to stop responding, we will inform the individual that we intend to do so. We will also explain that we will consider any new complaints they make provided the concerns raised are materially different to those raised previously and/or are unconnected to the previous concern

#### **9.4 Duplicate complaints**

9.4.1 If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we hadn't previously considered, or any new information we need to take into account.

9.4.2 If we are satisfied that there are no new aspects, we will:

- Tell the new complainant that we have already investigated and responded to this issue, and that the local process is complete

9.4.3 If a duplicate complaint is raised which in the view of In Toto Ed warrants further consideration, the procedure outlined in section 6 or 7 (as appropriate) will be repeated.

#### **9.5 Complaint campaigns**

9.5.1 Where In Toto Ed receives a large volume of complaints about the same topic or subject, especially if these come from complainants unconnected with the school, In Toto Ed may respond to these complaints by:

- Publishing a single response on the school website
- Sending a template response to all of the complainants

9.5.2 If complainants are not satisfied with In Toto Ed's response, or wish to pursue the complaint further, the normal procedures will apply.

### **10. Record keeping and confidentiality**

10.1 In Toto Ed will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

Ref: GSP30	Version: V1.1	Review Date: 9/9/26
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- 10.2 This material will be treated as confidential and stored securely, and will be viewed only by those involved in investigating the complaint or on the review panel.
- 10.3 This is except where the secretary of state (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request or through a subject access request under the terms of the Data Protection Act, or where the material must be made available during a school inspection.
- 10.4 Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices record retention schedule.
- 10.5 The details of the complaint, including the names of individuals involved, will not be shared with the Board of Directors in case a review panel needs to be organised at a later point.
- 10.6 Where the Board of Directors are aware of the substance of the complaint before the review panel stage, In Toto Ed will (where reasonably practicable) arrange for an independent panel to hear the complaint.
- 10.7 Complainants also have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The decision to approve this request is made by the Board of Directors, who will not unreasonably withhold consent.

## **11. Learning lessons**

- 11.1 The Board of Directors will review any underlying issues raised by complaints with the Head of School and Director of HR, Compliance & Safeguarding where appropriate, and respecting confidentiality, to determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

## **12. Monitoring arrangements**

- 12.1 The Board of Directors will monitor the effectiveness of the complaints procedure in making sure that complaints are handled properly. The Board of Directors will track the number and nature of complaints, and review underlying issues as stated in section 11.
- 12.2 The complaints records are logged and managed by the Director of HR, Compliance & Safeguarding.
- 12.3 This policy will be reviewed by the Head of School and Director of HR, Compliance & Safeguarding at least annually.

12.4 At each review, the policy will be approved by the Board of Directors.

### **13. Links with other policies**

13.1 Policies dealing with other forms of complaints include:

- Child protection and safeguarding policy and procedures
- Admissions policy
- Suspension and permanent exclusion policy
- Staff grievance procedures
- Staff disciplinary procedures
- Special educational needs policy and information report
- Privacy notices