

A - Summary of changes to Complaints policy and procedure – September 2020

1. Consolidate policy and procedural guidance
2. Amend the timescale for raising a complaint from 3 months to 6 months after the event (para 3.3).
3. Signpost to the 'Statutory Information' section on Academy websites where the policy can be located (para 4.1)
4. Provide an email contact should anyone have issues accessing information via Academy or Trust websites (para 5.1, page 5)
5. Provide information on withdrawal from the curriculum (Religious Education (RE), including the Daily Act of Collective Worship (DACW)) (para5.1, page6).
6. Provide a flowchart summary of the complaints policy and procedures – separate document attached
7. Include information on modifications to the procedures in the event of a complaint regarding the CEO (para 7.36)
8. Include references to Trust/Academy obligations under The Education (Pupil Information) (England) Regulations 2005 and Freedom of Information (FOI) and Data Protection (DP) legislation (para 8.6)
9. Add information relating to duplicate complaints and complaint campaigns (paras 8.11 and 8.14).