



# Spark Education Trust Complaints Policy

Policy Date: January 2025  
Review Cycle: Annually  
Responsible Body: Trust Board  
*In practice for approval 30.01.25*

## Version control

Review Date	Updates

## Introduction

Spark Education Trust takes concerns seriously and will make every effort to resolve concerns informally.



The Chief Executive Officer and School Headteachers may delegate complaint investigation and handling to other members of senior staff. Complaints made outside of term time are considered to have been received on the first school day after the holiday period. If you want to withdraw your complaint at any stage, you can do so by informing the Trust.

Anonymous Complaints



(including the Chair or Vice-Chair), a Governor will be appointed to complete the actions at Stage 2.

If your complaint is jointly about the Chair and Vice Chair, the entire Local Governance Committee or the majority of the Local Governance Committee, Stage 2 will be escalated to the Chief Executive Officer.

Stage 3: Panel Hearing (Final Stage)

In the unfortunate event that you are dissatisfied with the outcome at Stage 2 and wish to take the matter further, you can escalate your complaint to Stage 3. This



The Committee will provide their decision within ten school days of the meeting and any actions taken to investigate the complaint, the decision made and the reason(s) for it.

If your complaint is jointly about the Chair and Vice Chair, the entire Local Governance Committee or the majority of the Local Governance Committee, Stage 3 will be heard by Trustees and an independent panel member.

#### Next Steps

If you are dissatisfied with the outcome of your complaint at Stage 3 you can contact the ESFA. The ESFA primarily review education legislation and will not normally reinvestigate the substance of complaints or overturn any decisions made by Spark Education Trust.

Correspondence, statements, and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.



**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By whom:**

**Complaint referred to:**

**Action taken:**

**Date:**