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Complaints procedure

Approved by	Trust board
Date reviewed	1 September 2026
Next review due	1 September 2027

1. Who can make a complaint

This procedure applies to any person, including members of the public, who wishes to make a complaint about the school.

2. Stage 1: informal

Raise your concern with the relevant member of staff or contact the school office on 01632 960102. We aim to resolve concerns within 10 school days.

3. Stage 2: formal complaint to the headteacher

Write to Rajesh Thornbury, Headteacher, at office@cs-test-school-2.example. You will receive an acknowledgement within 5 school days and a written response within 15 school days.

4. Stage 3: panel hearing

If you are not satisfied, write to the clerk to the governors at office@cs-test-school-2.example. A panel of governors, including one person independent of the management and running of the school, will hear the complaint.

5. Referring to the Department for Education

After stage 3, you can refer your complaint to the Department for Education if you believe the school did not follow this procedure.

Compliance Suite Test School 2 (ENG-292)
22 Pretend Road
Ashmere
ZZ99 2BB
Telephone: 01632 960102
Email: office@cs-test-school-2.example

URN 999002. Part of Compliance Suite Test Trust (ENG-292).

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