



Our Complaints Process

A guide for parents and carers

We are committed to listening to and resolving concerns as quickly as possible.
Most concerns can be resolved informally at school.



STAGE 1 INFORMAL RESOLUTION (School-led)

Raise your concern informally with the appropriate member of school staff.

- This could be a class teacher, a member of the senior leadership team or the Head, depending on the nature of your concern.
- You can do this in person, by phone or by email.
- The school will try to resolve your concern quickly and informally.



Contact your school

Please contact the school office (details available on the school website).



We will respond within **20 school days** of the date we receive your concern.



Mediation (Trust-led)

Mediation can be considered at this point if your concern remains unresolved before moving to Stage 2.



STAGE 2 FORMAL COMPLAINT (School-led)

If your concern remains unresolved following Stage 1, submit your formal complaint in writing to the school.

- Explain what remains unresolved and the outcome you are seeking.
- You **must do this within 10 school days** of receiving the Stage 1 response.
- The school will investigate your complaint.
- You will receive a full written response.



Contact your school

Please contact the school office (details available on the school website).



We will respond within **20 school days** of the date we receive your complaint.



Mediation (Trust-led)

Mediation can be considered at this point if your complaint remains unresolved before moving to Stage 3.



STAGE 3 TRUST REVIEW (Trust-led)

If your concern remains unresolved following Stage 2, submit a request for a Trust Review in writing to the Director of Central Services.

- You **must do this within 10 school days** of receiving the Stage 2 response.
- An independent person will be appointed to carry out a review, where possible.
- You will receive a full written response from the Trust.



Contact the Trust

Director of Central Services
Omnia Learning Trust
Email: contact@omnialearningtrust.org



We will respond within **20 school days** of the date we receive your request for a review.



Mediation (Trust-led)

Mediation can be considered at this point if your complaint remains unresolved before moving to Stage 4.



STAGE 4 COMPLAINTS REVIEW PANEL (Trust-led)

If your concern remains unresolved following Stage 3, submit a request for a Complaints Review Panel in writing to the Director of Central Services.

- You **must do this within 10 school days** of receiving the Stage 3 response.
- A panel of independent members, with no prior involvement in the complaint, will consider your request.
- You will be invited to attend the panel hearing and will receive a written outcome.



Contact the Trust

Director of Central Services
Omnia Learning Trust
Email: contact@omnialearningtrust.org



We will issue our written outcome **within 20 school days** of the date of the hearing.