



COMPLAINTS

The current Complaints Policy is based on the model DfE template which will be reviewed in 2025. The Policy has three stages:

- Stage 1 is informally dealt with by the school
- Stage 2 is formally investigated by the Headteacher
- Stage 3 is formally heard by a Panel

There have been **five** complaints recorded this year, a slight decrease from last year (six). Three of the complaints received this year went to a Panel Hearing.

SUBJECT ACCESS REQUESTS

The Trust has received **two** SAR requests this year, which is an increase of one from the previous year.

FREEDOM OF INFORMATION REQUESTS

The Trust has seen a rise in the number of FOI's from one last year to **ten** this year. The majority of these related to attendance and diversity.

Complaints Log for the year September 2022– July 2023

School	Complaint	Term	To what Stage
Trust	0		

School	Complaint	Term	To what Stage
Benhurst	0		

School	Complaint	Term	To what Stage
Bridge	0		

School	Complaint	Term	To what Stage
Dame Tipping	0		

School	Complaint	Term	To what Stage
FBA	1 –	Autumn	3
	1 –	Autumn	3
	1 –	Autumn	3
	1 –	Autumn	2
	1 –	Autumn	2

School	Complaint	Term	To what Stage
Ford End	0		

School	Complaint	Term	To what Stage
Margaretting	0		

School	Complaint	Term	To what Stage
Roxwell	0		

Total: 5

Subject Access Requests Log

School	FOI Request	Term
FBA	1	Autumn
	1	Summer

Total: 2

Freedom of Information Requests Log

School	FOI Request	Term
Trust	1 - school attendance	Autumn
Benhurst	1 - school attendance	Autumn
Dame Tipping	1 – school attendance	Autumn
Benhurst	1 – school attendance	Autumn
FBA	1 – student diversity	Spring
Benhurst	1 – student diversity	Spring
Ford End	1 – student diversity	Spring
Trust	1 – recruitment process	Summer
FBA	1 – Reading Strategy	Spring
FBA	1 –quality of education	Summer

Total: 10