

## Complaints Procedure

### What to do if you have a concern or complaint about the Education Futures Trust.

At the Education Futures Trust, we like to be told about how we are doing, whether well or not. If you have a concern or complaint we will aim to deal with it properly. If we need to, we try to put things right as soon as possible. If you have a concern or complaint about the Education Futures Trust you need to take it up with us.

This complaints procedure is for general complaints. Staff disciplinary action, child protection issues or criminal investigations will be handled differently. We shall tell you which is the right process when you discuss your concern with us.

The complaints procedure has three stages. You will be told what to do at each stage if you wish to take your complaint further.

Stage 1 of the process is informal:

STAGE 1

If you have a concern about the Trust, contact the office, who will direct you to the appropriate person. The complaint will be logged and, once it has been received in writing, it will be investigated

Your concern can usually be settled quickly and without fuss by contacting the right person in the Trust. The administrator in the office will help you identify who this should be.

If your concern cannot be sorted out in this way or you are not happy with the way it has been dealt with you should take it to stage 2:

STAGE 2

You should complain to the Chief Executive who will investigate your complaint. You would normally do this in writing. If your complaint is about the Chief Executive you can complain directly to the Chair of the Trust (see Stage 3).

The Trust will let you know that it has received your complaint within 10 working days. You will be given the results of the Chief Executive's investigation in writing within 15 working days.

If your complaint has still not been resolved to your satisfaction you may take it to stage 3:

You can complain in writing to the Chair of the Trust, care of the office at the Education Futures Trust, TN34 2AX. You should make it clear why you are complaining, who you have already spoken to and what you want to happen as a result of your complaint.

The Chair of the Trust will let you know that he or she has received your complaint within 7 working days and will then investigate it, or identify a trustee who is able to do this.

You will be told about the outcome of the trustee's investigation in writing within 20 working days.

The Education Futures Trust's trustee's decision is final.

Reviewed November 2021

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