



**FORTIS TRUST**  
**STRENGTH IN PARTNERSHIP**

# Complaints Policy

Version 1

Signed.....Principal

Date.....

Signed .....Chair of Trustees

Date.....

**This policy will be reviewed on an annual basis and whenever significant changes to the systems and arrangements take place.**

**Where any changes, amendments or additions are made, the revision number will change.**

**Reviews that result in no changes at all will maintain the same revision number, however, the version number will change.**

REVIEW DATE	REVISION NUMBER	SIGNATURE
November 2020		



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## 1. Introduction

Fortis Trust is dedicated to providing the best possible education and support for all its students. This means having a clear, fair, and efficient procedure for dealing with any complaints to or against one of its schools or provisions, so that any issues that arise can be dealt with as swiftly and effectively as possible. The process and procedures within this policy comply with Part 7 of the Education (Independent School Standards) Regulations 2014 (the regulations):

[http://www.legislation.gov.uk/ukxi/2014/3283/pdfs/ukxi\\_20143283\\_en.pdf](http://www.legislation.gov.uk/ukxi/2014/3283/pdfs/ukxi_20143283_en.pdf)

and the Early Years Foundation Stage Framework:

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

All staff are made aware of the complaints procedures and are expected to review this document regularly in order that they are familiar with our process of dealing with complaints and can be of the most assistance when an issue is brought to their attention.

### **Who can make a complaint?**

This document, which is available online on Fortis Trust's website and on all the websites of its provisions, explains the procedure, and the steps that should be referred to and followed by all students and their parents/carers or people who are not parents of attending students whenever an issue arises that causes them concern. Any person who has a legitimate interest in the Trust provisions may make a complaint to the Trust about any provision of facilities or services that we provide. Fortis Trust will take seriously any complaint, but must prioritise provision for existing students.

### **This document does not apply to complaints about:**

- *Student admissions*
- *Student exclusions*
- *EHC Plans*
- *Appeals relating to internal assessment decisions for external qualifications*
- *Disciplinary issues relating to members of staff*

Each of these follows its own process of complaints and appeals which are outlined in their relevant policies. For further detail of who to contact regarding these issues please see Annex B.

If there is an allegation or concern about physical or sexual misconduct towards a child, or there is a belief that a child may be at risk of serious harm, the school/provision or Trust may immediately refer the case to child protection and welfare services. If it is decided that there is cause for an official investigation, the decisions by these authorities will supersede those made by the school/provision or Trust and outlined in this document. Where the complaint relates to a safeguarding referral made by a member of staff, any consideration of that complaint by the school/provision or Trust will be limited to a review of the reasonableness of the decision to make the referral in light of the evidence available to the member of staff at that time and in light of the Trust's safeguarding policies.

For more information on our Trust's provision for protecting our students, read our **Child Protection and Safeguarding Policy**. Anonymous complaints will not be examined under this document. This policy can be found on the Trust, provision and academy websites:

[www.fortistrust.co.uk](http://www.fortistrust.co.uk)

<https://www.bradfieldsacademy.co.uk>

## **2. The difference between a concern and a complaint**

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the Complaints Procedure. The Trust takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, you will be referred to an appropriate staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, you will be referred to another staff member who can look at your concern objectively and impartially. We understand, however, that there are occasions when people would like to raise their concerns more formally. In this case, the Trust will attempt to resolve the issue internally through the stages outlined within this Complaints Procedure.

## **3. When an issue or concern first arises**

If you have a concern that you would like to take up with one of our provisions you should initially inform a member of staff either in person, over the telephone or in writing. You may then be invited to an informal meeting with the member of staff most appropriate for dealing with your concern.

You may wish to approach your child's Tutor, Class Teacher, Engagement Support Leader or Job Coach as they will be best placed to help you either directly or by figuring out which other member of staff you should be speaking to.

We encourage parents/carers to approach staff with any concerns they may have, and aim to resolve all issues with open dialogue and mutual understanding. If people are still wanting to raise their concerns more formally then, they will need to provide written explanation of their concern. Please do this by completing Annex A as fully as possible. *Written complaints may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.*

### **Assistance with completing Annex A**

*If you require help in completing the form, please contact the PA to the Principal. You can also ask third party organisations, like Citizens Advice, to help you.*

*In accordance with equality law, we will consider making reasonable adjustments, if required, to enable complainants to access and complete this Complaints Procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations. Please contact the PA to the Principal if you would like to request reasonable adjustments.*

*Anonymous complaints: We will not normally investigate anonymous complaints. However, the Principal or Trust will determine whether the complaint warrants an investigation.*

Please return Annex A to an appropriate member of staff or alternatively:

**If your complaint is about a member of staff**, you should first raise this with the Principal / Head of Provision either in person or in writing, and a meeting can be arranged with the Principal / Head of Provision to discuss the issue at hand.

**If your complaint is about the Principal / Head of Provision**, you should raise your concern in writing with the Chair of Fortis Trust or Chair of Forward2Employment (as appropriate) for the provision. If your complaint is about a Trustee of Fortis or a Director of Forward2Employment you should raise your concern in writing with the clerk to the appropriate board. To contact both of these people please send your complaint to [office@fortistrust.co.uk](mailto:office@fortistrust.co.uk) or in writing, with FAO Chair/Clerk in the subject header.

Any Trustee/Director will refer complaints that are taken straight to them back to the appropriate member of staff unless one of the above exceptions applies.

**Complaints about the Chair of Trustees, any individual Trustee or the whole Trustee Board** should be addressed to Chair of Trustees via Fortis Trust, Bradfields Academy, Churchill Avenue, Chatham, ME5 0LB or email the Clerk at [emma.chamberlain@theeducationpeople.org](mailto:emma.chamberlain@theeducationpeople.org) Please mark as 'Private and Confidential'.

All staff and Trustees/Directors involved in handling a complaint are suitably trained and equipped to do so.

## **4. Time scales**

You must raise the complaint ideally within 10 school days of the incident and certainly within three months; where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame only if exceptional circumstances apply.

If it becomes necessary to alter the time limits and deadlines set out within this procedure, the complainant will be advised accordingly, given an explanation and provided with a respective revised timescales.

If other bodies are investigating aspects of the complaint, for example: the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against the academy/provision in relation to their complaint, we will consider whether to suspend the Complaints Procedure in relation to their complaint until those legal proceedings have concluded.

## **5. Complaints received outside of term time**

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

## **6. Resolving complaints**

At each stage of the procedure, the Trust wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that we will try to ensure the event complained of will not recur;
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made;
- an undertaking to review Trust policies in light of the complaint;
- an apology.

## **7. Withdrawal of a complaint**

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

## **8. Initial informal meeting**

Once a concern has been raised you may be invited to attend an informal meeting with a member of staff or the Principal / Head of Provision/Chair of Fortis Trust or Chair of Forward2Employment to discuss your concerns.

You are welcome to bring a friend, partner or, in the case of a student who has raised a concern, a parent/carer to this meeting. It may be appropriate for a student to attend the meeting if their parent has raised a concern, depending on the nature of the issue.

Staff have a responsibility to ensure that you understand any future points of action that have been agreed upon in this meeting and should make a record of what has been discussed, as well as any outcomes and a plan of action, if one has been agreed.

All staff will do their best to ensure that your concerns are dealt with appropriately and efficiently, but if an agreement can't be reached, or you are dissatisfied with the outcome of your meeting, you can make a formal complaint in writing to the Principal / Head of Provision.

There is no suggested time-scale for resolution at this stage given the importance of dialogue through informal discussion. Although it would be expected that most issues

would be resolved within 10 School days. With a written report provided to the complainant where appropriate or if requested.

## **9. Formal complaints – Stage 1 & Stage 2**

Formal complaints must be made to the Principal, (unless they are about the Principal). This should be done in writing (preferably on the form in Annex A) and should be sent directly to the Principal.

The Trust will record the date the complaint was received and will acknowledge receipt of the complaint in writing (either by letter or email) within three school days.

In order to ensure that complaints are processed efficiently and effectively, Fortis Trust deals with formal complaints in three stages:

### **Stage 1**

If you do not feel that your concern has been dealt with as you would like, are unhappy with the outcome of your informal meeting or feel that the issue is serious enough that it warrants it, you can make a formal complaint in writing to the Principal / Head of Provision. If your complaint is about the Principal / Head of Provision you should go straight to Stage 2 of this procedure.

The Principal/ Head of Provision should acknowledge your complaint in writing within 3 School days. They may already be aware of the situation. They will then outline their final decision to you in writing within 10 School days, if there is one to be made (where appropriate and if requested by you), and any action to be taken as a result of your complaint.

The Principal/ Head of Provision may call you in for a meeting to discuss the issue outcome, possible solutions, or to explain what has or will happen as a result of your complaint. The Principal/ Head of Provision will keep a record of all interactions with you and other staff, meetings and decisions made in reference to your complaint.

If the complaint is against a member of staff, the Principal/ Head of Provision will talk to that employee. If it is an allegation of abuse, a formal investigation may be instigated by the academy/provision or external child welfare authorities to whom the academy/provision reports.

Principal/ Head of Provision will respond to you in writing within 10 School days outlining their response to your complaint, and any action that has or will be taken. If they have decided not to take any further action on the issue, they will explain what they have decided, how they have reached this decision, and will outline your right to take the matter further and the steps to be taken.

The Principal may decide that your complaint warrants an investigation.

*Note: the Principal may delegate the investigation to another member of the school's Senior Leadership Team but not the decision to be taken.*

The Investigator will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The

Investigator can consider whether a face-to-face meeting is the most appropriate way of doing this. During the investigation, the investigator will:

- if necessary, interview those involved in making the complaint;
- if necessary, interview those complained of, allowing them to be accompanied if they wish;
- if necessary, interview any person who may have information useful to the investigation.

At the conclusion of their investigation, a report will be written and the Principal will provide a formal written response within 10 school days of the date of receipt of the complaint.

If the Principal is unable to meet this deadline, the complainant will be provided with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the Trust will take to resolve the complaint. The Principal will advise the complainant, in writing, of how to escalate their complaint should they remain dissatisfied with the outcome.

## **Stage 2**

If, having spoken to the Principal/ Head of Provision, you are dissatisfied with the outcome of your complaint or your complaint is about the Principal/ Head of Provision, you may lodge your complaint with the Chair of Fortis Trust or Chair of Forward2Employment, Academy or provision to which your complaint relates. The complaint must be in writing (ideally using the form in Annex 3) and it should explain your concern and the steps that have led up to you taking this course of action.

If the complaint is against a member of staff, that employee will be given the opportunity to write a response, which will be sent to the respective Chair for the Academy or Provision within 5 school days of the complaint being lodged with them.

The Chair will respond to you in writing within 10 school days outlining their response to your concern, and any action that has or will be taken. If they have decided not to take any further action on the issue, they will explain what they have decided, how they have reached this decision, and will outline your right of appeal and how you can start your appeal.

## **10. Appeals – Stage 3**

### **Stage 3:**

You have a right of appeal if you would like to lodge an appeal following the outcome of a formal complaint at Stage 2. If you wish to exercise that right, this will be taken to the *Appeals Panel* (the panel). You should write to the Clerk to exercise this right within 10 school days of the outcome at Stage 2. You must submit your appeal with full grounds and any supporting documentation. If no request for an

appeals panel hearing is received within 10 school days, you will no longer have the right of appeal and the complaint will be closed.

If an appeals panel is requested, the Clerk will acknowledge your appeal and make the necessary arrangements, and will usually convene the panel within one calendar month from the acknowledgement being sent and give you reasonable notice of the panel hearing. Where it is not possible to find a mutually convenient date within that timescale, the Trust, Academy or Provision will take reasonable steps to agree a time and date mutually convenient to all parties.

The Clerk will ensure that all parties to the appeal have access to the same documentation and set out the scope of the appeal (the issues) and a timetable to support the collation and circulation of documents. Any supporting documentation relevant to the complaint must be submitted to the panel by both parties at least 5 school days before the appeals panel hearing.

You are entitled to be accompanied to the appeals panel hearing and should notify the Clerk in advance if you intend to bring anyone.

The Panel will not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

### **The Appeals Panel**

The panel will be made up of between three members and exceptionally, five members where the seriousness of the matter warrants a larger panel (and a larger panel is available). The panel will be drawn from the Fortis Trust Trustees or Forward2Employment Directors AND/OR other people associated with or independent from Fortis Trust; and will include at least one person independent of the management and running of the Trust/Academy/Provision.

No person can sit on the panel if they have had any former knowledge or involvement in the case that is being dealt with at that time. The Chair of the panel will be nominated from within the group of panel members. All panel members will be familiar with and have access to the complaints policy.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought for electronic recordings before meetings or conversations take place. Consent will be recorded in any minutes taken.

The panel will give careful consideration to how the complainant can be made to feel most comfortable presenting to the panel, especially in the case of a young child having to present or explain information.

### **Appeals procedure**

The panel will determine the procedure to be followed to ensure that it is best placed to deal with the issues arising from the complaint. The procedure for an appeal is usually as follows:

1. *The complainant and Principal or Head of Provision will enter the hearing together; this may be adjusted if the complaint is about the Principal or Head of Provision.*
2. *The Chair will introduce the panel members and outline the process.*
3. *The complainant will explain the complaint and draw specific attention to any supporting documents.*
4. *The Principal or Head of Provision and panel will question the complainant.*
5. *The Principal or Head of Provision will explain the Trust's, Academy's or Provision's actions and draw specific attention to any supporting documents.*
6. *The complainant and panel will question the Principal or Head of Provision.*
7. *The complainant will sum up their complaint.*
8. *The Principal or Head of Provision will sum up the Trust's/Academy's or Provision's actions.*
9. *The Chair will explain how the panel will come to decision and when, whether on the day of the hearing or at a panel closed session and that both parties will hear from the panel within 10 school days.*
10. *Both parties will leave together at the end of the hearing.*
11. *If while the panel decides there is sufficient time to decide after the hearing the panel will stay and decide.*
12. *The Clerk will stay to assist the panel with its decision making.*
13. *If there is not sufficient time for the panel to decide after the hearing, then the panel will reconvene in a closed session at a later date.*
14. *The panel will make findings and recommendations (if any) in writing and a copy of those findings and recommendations (if any) will be provided to the complainant, and where, relevant, the person complained about.*
15. *The panel will issue its findings including reasons underpinning those findings and recommendations (if any) within 10 school days and ensure that a copy is available for inspection on the Academy or Provisions premises, by the Clerk and the Principal or Head of Provision about which the complaint relates.*

The panel may:

- dismiss all or part of the complaint
- uphold all or part of the complaint
- decide on the appropriate action to be taken to resolve the complaint
- evaluate all the evidence available and recommend changes to the Trust's/Academy's or Provision's systems or procedures as a preventative step against similar problems arising in the future.

The Chair of the Panel will provide the complainant and the Trust/Academy/Provision with a full explanation of their decision and the reason(s) for it, in writing, within 5 School days.

The panel's decision is final. If you are unhappy with the outcome, you may wish to put your complaint to the Secretary of State via the Education & Skills Funding Agency (ESFA). Complaints can be submitted online at <https://www.gov.uk/complain-about-school> or using the schools complaints form: **Complaints Form**.

## **11. Serial complainants and/or vexatious complaints**

Whilst it is hoped that this complaints policy and the procedures prescribed under it will resolve complaints, it is acknowledged that there may be some rare occasions where a complainant continues to be dissatisfied with the Trust/Academy or Provision and the outcomes achieved under the complaints procedure. Where a complainant attempts to re-open an issue which has already been dealt with under the complaints procedure, by further complaints on the same matter or subject issues, this is considered to be unacceptable behaviour on the part of the complainant and therefore the Chair of the Trust or Chair of Forward2Employment will contact them to inform them that the matter has already been dealt with and that either that stage of the policy has been exhausted or that the complaints procedure has been exhausted and the matter is considered closed. The Chair will warn the complainant that they will be regarded as a serial complainant engaging in unacceptable behaviour and if where further correspondence is received on the same matter or subject issues, this may be considered vexatious and as such the Trust/Academy or Provision will be under no obligation to respond to that correspondence.

A complainant will be considered vexatious where their conduct in bringing repeat complaints about the same matter or subject issues or their conduct in the course of having their complaint considered is regarded as unreasonably persistent, where behaviour is abusive, offensive or threatening towards staff, Principal or Head of Provision, Trustees or where the frequency of contact is having an adverse effect on the proper running of the Trust/Academy or Provision. If this behaviour continues to prevail as a nuisance, then the Trust/Academy or Provision will issue warning notices, restrict forms of communication, give one nominated point of contact or engage the services of a solicitor to take appropriate legal action against the complainant in respect of nuisance or harassment of staff, or Trustees.

## **12. Duplicate complaints from different people**

After closing a complaint at the end of the complaints procedure, if a duplicate complaint was to be submitted by the complainant's partner, friend or other individual. It will be assessed whether there are any new aspects to the complaint, or new information which was not known before. If new information is provided that was not known, then the normal complaints procedures will be followed.

If there's no new information, then we will:

- Inform the new complainant that we have already considered that complaint and the local process is complete.
- Advise the new complainant to contact the DfE if they're dissatisfied with how the Trust/Academy/Provisions handled the original complaint.

Should the duplicate complainant complaint be considered as unreasonably persistent, where behaviour is abusive, offensive or threatening towards staff, Principal or Head of Provision, Trustees or where the frequency of contact is having an adverse effect on the proper running of the Trust/Academy or Provision. Then the procedures for serial complainants and/or vexatious complaints will be followed.

## **13. Fortis Trust and Forward2Employment – review and monitoring of complaints**

Fortis Trust or Forward2Employment will review and evaluate all complaints no matter how far they are taken or what the outcome to ensure that similar problems are avoided in the future or to see if they could have been managed any more effectively. Written records of all complaints that are made whether they are resolved following a formal procedure, or proceed to a panel hearing; and action taken as a result of those complaints (regardless of whether they are upheld) will be documented. All correspondence, statements and records relating to individual complaints are to be kept confidential, except where the Secretary of State for Education or a body conducting an inspection under Section 109 of the Education and Skills Act 2008 requests access to them.

The Trustees will review the complaints procedure every 1 year.

### **Staff complaints**

Staff who have a concern about a colleague or a volunteer member of staff should refer to our **Whistleblowing Policy**.

The procedure for dealing with any other staff complaints or employment grievances is set out in the staff **Discipline, Conduct and Grievance policies**.

## **14 Contact details:**

### **Fortis Trust Board & Bradfields Academy**

Marie Sweetlove (CEO) Peter Martin (Chair)

David Waters (Vice Principal) Elizabeth Halton (Vice Principal)

### **Forward2Employment**

Marie Sweetlove (CEO) Elizabeth Halton (Director)

All communication can be sent to: [office@fortistrust.co.uk](mailto:office@fortistrust.co.uk) or in writing using FAO in the subject line stating the person's name.

## Annex A

### Annex A: The Fortis Trust Concern to Stage 1 Form

Please complete and return to the PA to Principal, who will acknowledge receipt. You should receive a response from the Trust within 3 School days with an initial acknowledgement and within 10 School Days for a written response to the complaint. Many thanks for your patience and we hope your concern will be resolved to your satisfaction.

Your name:	
Student's name (if relevant):	
Your relationship to the student (if relevant):	
Address:	
Contact numbers, please state preferred contact time:	
Email address:	
Please give details of your concern, including whether you have spoken to anybody at the School about it.	
What actions do you feel might resolve the concern at this stage?	
Signature:	Date:
Official use	
Date acknowledgement sent:	By who:
Complaint referred to:	
Date:	

## Annex B Exceptions from this policy

This procedure covers all complaints about any provision of community facilities or services by the Trust, other complaints are dealt with under other statutory procedures, including those listed below:

Exceptions	Who to Contact
<ul style="list-style-type: none"> <li>• Statutory assessments of Special Educational Needs</li> <li>• Admissions to our Academy provision primary transfer</li> </ul>	<p>Concerns about the statutory assessments of Special Educational Needs or school admissions on primary transfer should be raised with the Local Authority SEND department.</p>
<ul style="list-style-type: none"> <li>• Matters likely to require a Child Protection investigation</li> <li>• If the matter relates to a serious safeguarding concern or an allegation of abuse, the Designated Safeguarding Lead must be informed directly as well as the Principal via Fortis Trust, Bradfields Academy, Churchill Avenue, ME5 0LB Please mark as 'Private and Confidential'</li> </ul>	<p>Complaints about Child Protection matters are handled under our Child Protection and Safeguarding Policy and in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact the Local Authority Designated Officer (LADO) who has local responsibility for safeguarding. Local Authority Designated Officer (LADO).</p> <p><a href="mailto:Child.protection@medway.gov.uk.cjsm.net">Child.protection@medway.gov.uk.cjsm.net</a> 01634 331 065</p>
<p>Exclusion of a student from the provision*</p>	<p>Further information about raising concerns about exclusions can be found at: <a href="https://www.gov.uk/school-discipline-exclusions/exclusions">https://www.gov.uk/school-discipline-exclusions/exclusions</a></p> <p>*Complaints about the application of the Behaviour Policy can be made through the Trust's Complaints Procedure.</p>
<p>Whistleblowing (for other regulatory or financial malpractice)</p>	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. If you have a concern about regulatory or financial malpractice please contact: Fortis Trust, Bradfields Academy, Churchill Avenue, ME5 0LB</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education for whistle-blowers in education who do not want to raise matters directly with their employer. Referrals can be made at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a></p> <p>Volunteer staff who have concerns about our provisions should complain through the Trust's Complaints Procedure.</p>

Staff grievances	Complaints from staff will be dealt with under the internal grievance procedures.
Staff conduct	<p>Complaints about staff will be dealt with under the internal disciplinary procedures, if appropriate.</p> <p>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.</p>
Complaints about services provided by other providers who may use Trust premises or facilities	Providers should have their own Complaints Procedure to deal with complaints about service. Please contact them directly.

## Annex C

### Annex C: The Fortis Trust Progressing a Complaint from Stage 1 to Stage 2.

Please complete and return to the PA to Principal, who will acknowledge receipt. This form can only be used when all informal and Stage 1 processes have been exhausted

Your name:	
Student's name (if relevant):	
Your relationship to the student (if relevant):	
Address:	
Contact numbers, please state preferred contact time:	
Email address:	
Why was the Initial (Stage 1) response not satisfactory? What further actions would the Panel need to agree in order to resolve this complaint?	
Signature:	Date:
Official use	
Date acknowledgement sent:	By who:
Complaint referred to:	
Date:	