RUSSELL SCHOOL TRUST COMPLAINTS PROCEDURE (INCLUDING EARLY YEARS)

This procedure applies to all Schools within the Russell School Trust Group of Schools.

Schools within the Russell School Trust Group of Schools have long prided themselves on the quality of the teaching and pastoral care provided to their pupils. However, if parents do have a concern or complaint, they can expect it to be treated by the School in accordance with this procedure. The Complaints Procedure is published on the School's website for easy access by parents.

This document gives you guidance in how to draw our attention to any issues you would like addressed. The School is here for you and your child, and we want to hear your views and ideas.

We wish to ensure that:

- Parents wishing to contact the School know how to do so
- We respond to parents in a courteous and efficient way
- Parents realise that we listen and respond to their comments in a positive fashion
- We take action where appropriate

Scope of this Complaints Procedure
This procedure applies to parents of current pupils enrolled at the School.
It does not apply to parents of pupils who have left the School, except in circumstances where the complaints process was started when the pupils was still being educated at the School.
This procedure does not apply to parents of prospective pupils.
This procedure does not apply to pupils, even those who are adults.

Guidance
This procedure follows that set out in Part 7 of The Independent School Standards Guidance for independent schools (April 2026)
The Department for Education document "Best Practice Advice for School Complaints Procedures 2020" (updated 15 January 2021) gives further advice on general school complaints procedures.

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. Royal Russell School and St David's School take concerns seriously and we will make every effort to resolve concerns and complaints as quickly as possible.

How Should I Contact the School?
You can arrange to talk to the appropriate member of staff, write, telephone or email the School.

Royal Russell Senior School
Telephone messages can be left with:

- The main Reception Desk 020 8657 4433, reception@royalrussell.co.uk
- or with Senior School Office. Alternatively you may be able to be put through to a specific extension to leave a message for the relevant member of staff.
- The Head of Senior School's telephone number is 020 8657 4433
- The Head of Senior School's email address is seniorhead@royalrussell.co.uk
- Staff email addresses: first initial and surname followed by @royalrussell.co.uk

Royal Russell Junior School

- Telephone messages can be left with the Junior School Office who may be able to arrange appointments to meet staff. Tel: 020 8657 4433 or email juniorschool@royalrussell.co.uk
- The Head of Junior School's telephone number is 020 8657 4433
- The Head of Junior School's email address is juniorheadmaster@royalrussell.co.uk
- Staff email addresses: first initial and surname followed by @royalrussell.co.uk

St David's Prep School

- Telephone messages can be left for members of staff and for the Head of St David's via the School Office on 020 8660 0723
- The Head of St David's can be contacted by email on office@stdavidsschool.co.uk
- Staff email addresses: first initial and surname followed by @stdavidsschool.co.uk

Executive Head

- The Executive Head's telephone number is 0208 657 3669
- The Executive Head's email address is executivehead@royalrussell.co.uk

Governors

- The Chair of Governors, Mr Andrew Merriman, can be contacted by writing to the School address or clerktogovernors@royalrussell.co.uk
- The Clerk to the Governors, Mr Neil Cufley, can be contacted via the School address or clerktogovernors@royalrussell.co.uk
- The Clerk to the Governors' telephone number is 020 8657 4433 extension 203.

What Will Happen?
We will always try to resolve concerns or complaints to your satisfaction. If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction. In some circumstances, we may need time to discuss the issues with others before informing you of an outcome.

Anonymous Complaints

We will not normally investigate anonymous complaints. However, the Executive Head or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation. Where a complaint relates to a 'whistle blowing' matter, it will be investigated in line with Whistle Blowing Policy.

Time Scales
Parents must raise the complaint within three calendar months of the incident or, where a series of associated incidents have occurred, within three calendar months of the last of these incidents. The School will consider complaints made outside of this time frame, if exceptional circumstances apply.

Complaints Received Outside of Term Time
The School will consider Stage 1, Stage 2 and Stage 3 complaints received outside of term time, to have been received on the first day of the next School term after the holiday period.

Resolving Complaints
At each stage in the procedure, the School 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 apology
- 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 school policies in light of the complaint.

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

Data Protection Complaints

Individuals have the right to raise a complaint where they believe the School has not handled their personal data in accordance with the Data Protection Act 2018. Complaints should be made in writing by email to the Data Protection Officer, clearly marked "Data Protection Complaint". The School will acknowledge complaints within 30 calendar days, investigate without undue delay, and communicate the outcome once the investigation has concluded. Please note that this complaints process runs separately and independently of the Whole School Complaints Process.

Scope, format and management of complaints

Defining the Complaint

In order to ensure that complaints can be considered fairly, efficiently and proportionately, the Trust may require parents to define the scope of their complaint before it is accepted into the formal procedure. The complaint should clearly identify:

- The matter being complained about.
- The relevant facts.
- The outcome sought.
- The evidence on which the complainant wishes to rely.

This complaints procedure is intended to consider specific concerns, not to provide a general review of all decisions, communications or actions relating to a pupil, parent, member of staff, school or the Trust.

Clarifying or Narrowing the Complaint

Where a complaint is unclear, excessively broad, contains multiple unrelated issues, or includes a substantial volume of material, the Trust may ask the complainant to clarify or narrow the complaint before it is progressed. This may include asking the complainant to:

- Identify the specific issues to be investigated.
- Separate unrelated matters.
- Confirm which documents or evidence are directly relevant.
- Explain the outcome they are seeking.
- Remove material that is duplicated, excessive or not relevant to the complaint.

Where a complainant does not provide reasonable clarification, the School may decide that the complaint cannot be progressed, or may define the scope of the complaint itself based on the information available.

Complaints must reflect the genuine views and experiences of the complainant. Where a complaint has evidently been generated by artificial intelligence (AI) and does not represent the complainant's own account, the school may require it to be resubmitted before it is considered, or it will be summarily dismissed.

The Complaints Process

Informal Resolution
It is hoped that most concerns can be resolved quickly and informally. If parents have a concern they should normally contact the person most closely associated with the issue.

Royal Russell Senior School

Issue:	**Initial Contact:**
Academic matters	Teacher concerned, Tutor or Head of Department
Pastoral & Disciplinary matters	Housemaster or Housemistress

Additionally, the Senior School Deputy Heads will be more than happy to meet with you if you feel this is more appropriate.

Royal Russell Junior School

Issue:	**Initial Contact:**
Academic/Pastoral/Discipline	Class Teacher or Phase Leader

Additionally, the Junior School Deputy Heads, Assistant Head or Head of Early Years, will be more than happy to meet with you if you feel this is more appropriate.

St David's Prep School

Issue:	**Initial Contact:**
Academic/Pastoral/Discipline	Class Teacher
Sport matters	PE & Games Teacher
Music matters	Music Leader

Additionally, the Deputy Head, Head of Early Years or Assistant Heads will be more than happy to meet with you if you feel this is more appropriate.

If a complainant finds it difficult to discuss a concern with a particular member of staff, alternative arrangements can be made. In such cases, the Head of the relevant school (or a designated senior member of staff) will facilitate communication with another appropriate staff member.

Where an informal resolution is not possible, or if the individual wishes to escalate their concern formally, the process outlined in this complaints procedure should be followed.

Stage 1 Investigations

If the complaint cannot be resolved on an informal basis, then the parents should raise their complaint, in writing, to the relevant Head setting out the resolution they seek.

Parents should use the **Stage 1 Complaint Form** which is attached to this policy to submit their complaint. If parents need assistance in completing this form, they should contact:

- The Head of Senior School via seniorhead@royalrussell.co.uk
- The Head of Junior School via juniorheadmaster@royalrussell.co.uk
- The Head of St David's via office@stdavidsschool.co.uk

Making a Stage 1 Complaint

A Stage 1 complaint must be submitted in writing to the Head of the relevant school, using the Stage 1 Complaint Form.

It should clearly outline the facts, provide supporting evidence and specify what the complainant believes should have been done differently or where the school has not complied with the relevant policy.

Stage 1 Investigation Process

The Head will either investigate the complaint or appoint a member of the School's Leadership Team to investigate it.

The investigator will speak to relevant individuals and, if appropriate, the investigator will invite the parent to attend a meeting, in person or online, to fully understand the issue raised and the resolution sought.

Any meeting will take place within 15 school days of receiving the written complaint.
The Head may consult with the Executive Head to assist with the resolution of the complaint at this stage.

Stage 1 Outcome and Response

Once the Head is satisfied, so far as is practicable, that all the relevant facts have been established, a decision will be made within 15 school days of the 'Stage 1' meeting with parents and parents will be informed of this decision in writing. The Head will also give reasons for this decision.

If no meeting is held, the response will be issued within 15 school days of receiving the Stage 1 Complaint Form.

If the parent remains dissatisfied with the outcome, they may escalate the complaint to Stage 2 of this complaints procedure.

A request to escalate to Stage 2 of the complaints procedure must be submitted, in writing, to the Executive Head within 10 school days of receiving the outcome and findings of the Stage 1 investigation.

Stage 2 Investigations

Stage 2 is not intended to be a complete re-investigation of the original complaint or a repeat of the Stage 1 process. Its purpose is to consider the complainant's reasons for remaining dissatisfied with the Stage 1 outcome and to determine whether the Stage 1 investigation and response were reasonable, fair, evidence-informed and consistent with this policy.

The Stage 2 investigator may make further enquiries where necessary, but this will be for the purpose of testing the Stage 1 outcome and addressing the specific grounds of dissatisfaction, rather than reopening every aspect of the original complaint.

Making a Stage 2 Complaint

A Stage 2 complaint must be submitted in writing to the Executive Head of the Russell School Trust using the **Stage 2 Complaint Form** which is attached to this policy.

If parents need assistance in completing this form, they should contact the Executive Head via executivehead@royalrussell.co.uk

The Stage 2 complaint should clearly outline the areas of dissatisfaction with the Stage 1 outcome, provide any relevant supporting evidence, specify what the complainant believes should have been done differently and the resolution sought.

Stage 2 Investigation Process

The Executive Head will investigate the complaint or appoint an independent investigator.

The Executive Head will review the outcome of Stage 1, will speak to relevant individuals and, if appropriate, the Executive Head will invite the parent to attend a meeting, in person or online, to fully understand the complaint raised and the resolution sought.

Any meeting will take place within 15 school days of receiving the written Stage 2 complaint. If it is not possible to meet with parents within this time period, an extension in time may be agreed by the Executive Head and the parents.

If it is necessary for the Executive Head to carry out further investigations, the parents will be informed of the timescale for this process.

The Executive Head may consult with an appropriate member of the Governing Board to assist with the resolution of the complaint at this stage.

Stage 2 Outcome and Response

The Executive Head or investigator will provide written findings, including any steps to resolve the issue, within 15 school days of any investigation meeting with the complainant. If no meeting is held, the response will be issued within 15 school days of receiving the written complaint.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Whole School Complaints procedure by submitting a written request to the Clerk to the Governors using the **Stage 3 Complaint Form**, at the School address or via email: clerktogovernors@royalrussell.co.uk, within 10 school days of receiving the Stage 2 findings.

Stage 3 Investigations

Making a Stage 3 Complaint
If, following a failure to reach an earlier resolution, parents seek to invoke the third stage of this Complaints Procedure, they should make this request to the Chair of Governors.

The request should be submitted in writing using the **Stage 3 Complaint Form** attached to this policy and sent to the Clerk to the Governors at the School address or via email at: clerktogovernors@royalrussell.co.uk.

Requests for a Stage 3 Panel Hearing should be made within 10 school days of receiving the outcome of 'Stage 2'.

Stage 3 Investigation Process
The Chair of Governors has been appointed by the Governors to call hearings of the Complaints Panel. The matter will then be referred to the Complaints Panel for consideration.

The Complaints Panel will consist of three persons. Two of these will be Governors of the School not directly involved in the matters detailed in the complaint. One of these two Governors will be appointed by the Chair of Governors to act as Chair of the Panel. The third person shall be an independent person, who is not involved in the management or running of the School.

The Clerk to the Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place within 25 school days. If the complaint is received in a period leading into or during the School holidays, the Complaints Panel will be convened at the beginning of the following term.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties normally not later than 7 days prior to the hearing.

The parent(s) may attend the hearing and be accompanied to the hearing by one other person, if they wish. This person may be a relative or friend. Legal representation is not permitted.

If, after confirming the date and time of the Panel hearing, the parent is unable to attend the hearing, an alternative date will be sought. If a suitable new date cannot be found, The Chair of the Panel may decide to convene the panel and review the complaint in the absence of the parent.

Stage 3 Outcome and Response
A written record of the meeting will be taken by a representative of the School and this will form the 'notes' of the meeting which will be shared with the parent(s). The parent(s) may request amendments on points of factual accuracy; other comments on the notes may be appended if they are not incorporated.

If possible, the Panel will resolve the parents' complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Chair of the Panel will make findings and may make recommendations.

The Chair of the Panel will write to the parent(s) informing them of the decision and the reasons for it, normally within 15 school days of the hearing. The decision of the Panel will be final. A copy of the Panel's findings, recommendations (if any) and notes from the meeting will be sent in writing, by electronic mail or otherwise given to the parent(s), and, where relevant, the person complained about as well as the Executive Head and the Chair of Governors.

A copy of the Panel findings and any recommendations will be kept in the School for review and inspection by the Chair of Governors and the Executive Head.

Early Years Foundation Stage (EYFS)
Written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome within 28 working days.
All written complaints about the EYFS will be recorded and made available to Ofsted and ISI on request. Parents may wish to complain about the fulfilment of the EYFS requirements directly to Ofsted or the ISI. Contact details are:

- Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. 0300 123 4666 or by visiting the website here.
- ISI, Cap House, 9-12 Long Lane, London, EC1A 9HA. 0207 600 0100 or info@isi.net

Exclusions
This complaints procedure can also be used by parents to express their concerns or to complain about the exclusion of a pupil from the school.

Notes of meetings between Staff and Parents
In all formal meetings, a written record of the meeting will be taken by a representative of the School and this will form the 'notes' of the meeting which will be shared with the parent(s).

It is not our policy to agree to an audio or video recording of a meeting between Staff and Parents although there are circumstances (e.g. to support a disability) where this might be agreed, in advance, by all those attending the meeting.

Serial and unreasonable complaints

Royal Russell School and St David's School are committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with our schools. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

We define unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where our complaint procedure has been fully and properly implemented and completed

- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the Executive Head or Chair of Governors will discuss any concerns with the complainant informally before categorising the complaint as '*unreasonable'*.

If the behaviour continues, the Executive Head will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Royal Russell or St David's School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing.

Recording Complaints

Following resolution of a complaint, the School will keep a written record of all complaints, whether they are resolved following a formal procedure, or proceed to a panel hearing; and the action taken by the school as a result of these complaints (regardless of whether they are upheld). The School will keep separate logs of those complaints which refer to EYFS, those that refer to boarding, and those for the day pupils.

At the School's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member(s) of staff handling the issue at each stage

Copies of all correspondence relating to individual complaints (including emails and records of phone conversations, statements and records) will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Education and Skills Act requests access to them.

The School will provide Ofsted or ISI, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept for at least seven years.
Parents may also complain directly to Ofsted if they wish. Ofsted may be contacted on 0300 123 4666 or by visiting the website here.

Where a complaint relates to boarding matters, parents can contact ISI directly concerning child welfare on 0207 600 0100, emailing info@isi.net, or by visiting the website here..

Complaints at Stage 2 and Stage 3 are reviewed by Governors at the termly meeting of the Strategy and Remuneration Committee (SARC).

During the Academic Year 2025 - 2026, there were 5 complaints received by the Royal Russell School which reached stage 2 and 1 complaint which reached stage 3 of this procedure.

There was 1 complaint received by St David's Preparatory School during the Academic Year 2025 - 2026, which reached stage 2 of this procedure.

A J Merriman
Chair of Governors

C J Hutchinson
Executive Head

Reviewed by	Governors and Executive Head	September 2026
Reviewed and approved	EWC	September 2026
To be reviewed and approved	Board	December 2026
Next Review		September 2027

Stage 1 Complaint: Template Form

Purpose
This form should be used where you wish to make a formal Stage 1 complaint under the Russell School Trust Whole School Complaints Procedure. Before completing this form, you should normally have raised the matter informally with the school and allowed a reasonable opportunity for it to be resolved.

Please provide clear, factual and relevant information. You do not need to repeat information or correspondence the school already holds unless it is particularly important to your complaint.
If you need assistance in completing this form, you should contact:

- The Head of Senior School via seniorhead@royalrussell.co.uk
- The Head of Junior School via juniorheadmaster@royalrussell.co.uk
- The Head of St David's via office@stdavidsschool.co.uk

1. Your Details

Parent / Carer Name	
Pupil Name and Year Group	
School	
Parent / Carer Email	
Parent / Carer Telephone	

2. Nature of the Complaint

What is the specific issue you are complaining about? *Please provide a clear and factual account of the matter, including what happened, who was involved and the approximate dates of the relevant events.*

Please outline what policies, procedures you believe the school has not followed…. *Please identify the relevant policy, procedure or process where possible and explain specifically what you believe was not followed or applied correctly.*

What have you already done to try to resolve the matter and why are you are not satisfied with the outcome? *Please briefly describe who you have raised the matter with, any action already taken by the school, and why you consider the issue remains unresolved.*

What do you believe should have happened differently?

Please explain what you believe the school should reasonably have done, or should have done differently, in the circumstances.

What resolution are you seeking? *Please describe the outcome or action you would like the school to consider. Any remedy will need to be reasonable, proportionate and within the school or Trust's powers.*

3. Supporting Documentation / Evidence

Please list any documents or other evidence you are attaching in support of your complaint. You do not need to resend information that the school already holds unless it is particularly relevant or you wish to draw specific attention to it.

Document(s)	Comment / Relevance to the Complaint

4. Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge and that I would like this matter to be considered as a Stage 1 complaint under the Russell School Trust Whole School Complaints Procedure.

I understand that the school may need to share relevant information with appropriate members of staff, or others involved in considering the complaint, in order to investigate and respond to the matters I have raised.

Name	Date

Stage 2 Complaint: Template Form

Purpose
This form should be used where you have received a Stage 1 complaint outcome and wish to request a Stage 2 review under the Russell School Trust Whole School Complaints Procedure.

A Stage 2 review is not normally a complete reinvestigation of the original complaint. Its purpose is to consider whether the Stage 1 complaint was handled appropriately, whether relevant information was properly considered, whether the conclusions reached were reasonable on the information available, and whether the response and any proposed actions were appropriate.

Please focus your request on the specific aspects of the Stage 1 process or outcome that you would like reviewed. You do not need to repeat the full history of your original complaint or resend information that the school already holds.
If you need assistance in completing this form, you should contact the Executive Head via executivehead@royalrussell.co.uk

1. **Your Details**

Parent / Carer Name	
Pupil Name and Year Group	
School	
Parent / Carer Email	
Parent / Carer Telephone	
Date of Stage 1 Outcome	

2. **Request for Stage Two Review**

Which aspect(s) of the Stage 1 outcome are you asking to be reviewed? *Please identify the specific finding, conclusion, decision or aspect of the Stage 1 response with which you remain dissatisfied.*

Why do you believe the Stage 1 process or outcome should be reviewed? *Please explain your reasons clearly. For example, you may believe that a relevant part of the complaint was not considered, important information was overlooked, the Complaints Procedure or another relevant procedure was not followed, or that a conclusion reached was not reasonable on the information available.*

Is there any relevant information that you believe was not considered at Stage 1? *Please identify the information and explain why you believe it is relevant. Where the information was available during Stage 1, please explain why you believe it was not adequately considered.*

Are there any specific aspects of the Stage 1 investigation or complaint-handling process that you believe were not conducted appropriately? *Please identify the particular issue and, where possible, the relevant part of the Complaints Policy, school policy or procedure that you believe was not followed.*

What outcome are you seeking from the Stage 2 review? *Please describe the practical outcome or action you would like the reviewer to consider. Any remedy will need to be reasonable, proportionate and within the school or Trust's powers.*

3. New Information or Evidence

Please list any new information or evidence that was not available or provided during Stage 1 and that you would like considered as part of the review. Where you are submitting new information, please explain why it was not provided during Stage 1 and why you consider it relevant to the review.

You do not need to resend the original complaint, the Stage 1 outcome, or documents that the school or Trust already holds unless specifically requested.

Document(s) / Information	Why it is Relevant / Why it was not Provided at Stage One

4. Declaration

I confirm that I have received the Stage 1 complaint outcome and would like the matter identified in this form to be considered as a Stage 2 review under the Girls' Learning Trust Complaints Policy.

I understand that Stage 2 is a review of the handling and outcome of my Stage 1 complaint and is not normally a fresh investigation of the original complaint.

I confirm that the information provided in this form is accurate to the best of my knowledge.

I understand that the Trust may need to share relevant information with appropriate members of staff, or others involved in reviewing the complaint, in order to consider and respond to the matters I have raised.

Name	Date

Stage 3 Complaint: Template Form

Purpose
This form should be used where you have received a Stage 2 review outcome and wish to request consideration of your complaint by a Stage 3 Complaints Panel under the Russell School Trust Whole School Complaints Procedure.

A Stage 3 complaint must be addressed to the Chair of Governors and submitted in writing to the Clerk to the Governors of the Russell School Trust, using this Stage 3 Complaint Form.
If you need assistance in completing this form, you should contact the Clerk to the Governors via clerktogovernors@royalrussell.co.uk.

Stage 3 is the final stage of the Trust's complaints procedure. The Panel will consider the complaint, the way in which it has been handled at Stages 1 and 2, the evidence and decisions already reached, and the specific reasons why you remain dissatisfied.

A Stage 3 hearing is not normally a fresh investigation of the original complaint. You should therefore focus on the particular aspects of the Stage 2 review or earlier handling of the complaint that you believe remain unresolved or require consideration by the Panel.

You do not need to repeat the full history of your complaint or resend documents already held by the school or Trust.

1. **Your Details**

Parent / Carer Name	
Student Name and Year Group	
School	
Parent / Carer Email	
Parent / Carer Telephone	
Date of Stage One Outcome	
Date of Stage Two Outcome	

2. **Request for Stage 3 Consideration**

Which aspect(s) of the Stage 2 outcome are you asking the Panel to consider? *Please identify the specific finding, conclusion, decision or aspect of the Stage 2 review with which you remain dissatisfied.*

Why do you believe the matter requires consideration by a Stage 3 Complaint Panel? *Please explain clearly why you believe the complaint has not been adequately resolved through Stages 1 and 2. For example, you may believe that a significant issue remains unaddressed, relevant evidence has not been properly considered, the Complaints Procedure or another relevant procedure was not followed, or that a conclusion reached was not reasonable on the information available.*

Are there any specific aspects of the Stage 1 or Stage 2 process that you believe were not conducted appropriately? *Please identify the particular issue and explain why you believe it affected the handling or outcome of your complaint. Where possible, identify the relevant part of the Complaints Policy, school policy or procedure.*

Are there any findings or conclusions from Stage 1 or Stage 2 that you believe were not reasonable? *Please identify the specific finding or conclusion and explain briefly why you believe it was not reasonably supported by the information or evidence available.*

What outcome are you seeking from the Stage 3 Complaint Panel? *Please describe the practical outcome or action you would like the Panel to consider. Any recommendation or remedy must be reasonable, proportionate and within the school or Trust's powers.*

3. **New Information or Evidence**

Please list any new information or evidence that was not available or provided during Stages 1 or 2 and that you would like the Panel to consider.

Where you are submitting new information, please explain why it was not provided earlier and why you consider it relevant to the matters the Panel is being asked to consider.

The Panel will normally rely on the documentation already considered during Stages 1 and 2. You do not need to resend the original complaint, previous complaint outcomes, correspondence or other documents already held by the school or Trust unless specifically requested.

Document(s) / Information	Why it is Relevant / Why it was not Provided at Stage One

4. **Attendance at the Complaint Panel Hearing**

Please complete the information below about your attendance at the Stage Three Complaint Panel hearing.

Attendance Information	Response

Will you attend the hearing?	
If you do not intend to attend, do you wish the Panel to consider your complaint on the papers?	
Will you be accompanied by another person for support?	
Name of Companion / Supporter	
Relationship / Role of Companion / Supporter	
Reasonable Adjustments Required	

You may be accompanied at the hearing by another person for support, subject to the provisions of the Russell School Trust Whole School Complaints Procedure.

Legal representation is not permitted at a Stage 3 Complaint Panel hearing. The complaints process is intended to be accessible and non-adversarial, and any person accompanying you should attend in a supportive capacity, rather than acting as a legal representative.

The Trust will consider any reasonable adjustments necessary to support your participation in the hearing.

5. **Declaration**

I confirm that I have received the Stage 2 review outcome and would like the matters identified in this form to be considered by a Stage 3 Complaint Panel under the Russell School Trust Whole School Complaints Procedure.

I understand that Stage 3 is the final stage of the Trust's internal complaints procedure and is not normally a fresh investigation of the original complaint.

I confirm that the information provided in this form is accurate to the best of my knowledge.

I understand that relevant information and documentation may be shared with the members of the Complaint Panel, appropriate members of staff and others involved in administering or considering the complaint.

Name	Date