

Quantock Education Trust

Complaints Handling: A Guide for Parents

March 2026



Stage 1: If you have a concern

Concern raised in person by telephone or email to the most appropriate member of staff (Teacher /Head of Year/Headteacher) by parent or a third party acting with authority on behalf of a parent. If your concern is about the Headteacher, it should be referred directly to the Trust Complaints' Co-ordinator under Stage 2.

You should fully explain the nature of the concern and identify the outcome you are looking for. Where appropriate, you may be invited to an informal meeting with the member of staff most appropriate for dealing with that concern.

The member of staff dealing with the concern will make sure that you are clear on what action (if any) has been agreed. This may be put in writing if appropriate. Most concerns can be resolved by meeting with the Headteacher or appropriate member of staff **before** escalating to Stage 2.

Move to Stage 2

Concern
Resolved?

No

Yes

Concern Closed

No set timescale but usually within 15 school days

Stage 2: If you would like to make a formal written complaint

Parent to submit Complaints Form to Trust Complaints' Co-ordinator
(within 15 school days of a Stage 1 Concern)

Complaint acknowledged within 5 school days, to include a target date for providing a response to you
(normally within 15 school days of receipt)

As necessary the following actions may take place; meeting with parent (within 10 school days), witnesses interviewed and statements taken to gather facts

You will be sent the Complaint Conclusion in writing within 15 school days of receipt

Move to Stage 3

Complaint
Resolved?

No

Yes

Complaint Closed

Usually within 15 school days of receipt acknowledgement

Stage 3: If you would like to refer your complaint to the Complaints' Committee

Submit complaint in writing to Trust Complaints' Co-ordinator within 15 school days of receiving notice of the outcome of Stage 2.

Trust Complaints' Co-ordinator to acknowledge receipt within 5 school days and you will be informed of the name of the person who will be presenting the case on behalf of the school

Hearing to take place, normally within 20 school days of receipt of complaint. You will be notified of the date/time/location at least 5 school days before the hearing.

Panel meeting held and you will then be informed of the decision within 5 school days.

Move to Stage 4

Complaint Resolved?

No

Yes

Complaint Closed

Usually within 25 school days of receipt acknowledgement

Stage 4: Referral of complaint to the Department for Education (DfE)

If you are unhappy with the outcome of the school process, you can be referred to the DfE under Stage 4 of this policy. See <https://www.gov.uk/complain-about-school/state-schools> for further details

At the time of writing this procedure, details about the DfE procedure and the DfE academy complaints form are available at:

[Complain about a school to the Department for Education](#)

Or you can write to the DfE at the following address:

Ministerial and Public Communication Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

If you require any reasonable adjustments to be made to this process or need further assistance, please contact the Trust Complaints' Co-ordinator at TBarnes@Quantockedtrust.co.uk

The QET Complaints Policy can be found on the QET Website Policies Page [here](#).

