



A Brief Guide to our Lumen Learning Trust Concerns and Complaints Policy

How to raise a concern with our Trust



At the Lumen Learning Trust, we aim to provide every child and their family with the best education and support. While most of our parents experience smooth relationships with their school, there are times when matters arise that need to be resolved. If you have a concern the best place to start is by talking to your child's school. You will be able to work together to resolve your concern.

On rare occasions families feel their concern has not been fully addressed by their child's school and becomes a complaint. When this happens we ask that you follow the formal process as detailed in our Concerns and Complaints Policy. This ensures that your complaint is heard and addressed appropriately.



We don't see a complaint as being a negative or confrontational action, quite the opposite. Despite our greatest efforts and planning, things do occasionally not turn out as we would have hoped and a complaint can ensure that any lessons learned are applied to future situations. Making a complaint has at its heart the goal of resolving the issue you raise at the earliest opportunity to ensure that your child is receiving the best possible education. We are committed to working with you, together.

Who can make a complaint?

- ✓ Parents of current pupils at a Lumen Learning Trust school.

What is not covered by the complaints policy?

- ✗ Pupil Suspension or Exclusion;
- ✗ Admission to School and the granting of a school place;
- ✗ Child Protection/Safeguarding;
- ✗ Staff conduct;
- ✗ Data Protection;
- ✗ Statutory assessment of SEN;
- ✗ Health & Safety;
- ✗ Religious or Sex Education;
- ✗ Complaints about services provided by other providers who may use school premises or facilities.

More detailed information on how to raise a concern about any of the above issues can be found in our Concerns and Complaints policy.

What will we do when we receive a concern / complaint?

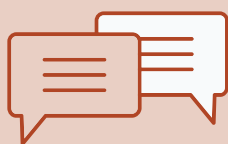
We take the concerns of parents seriously and will provide a comprehensive, transparent and fair consideration of the complaint while maintaining confidentiality.



What do you need to do?

We actively encourage your full involvement in the complaints process as we work through it together. We will treat your individual case, and you, with respect and confidentiality and we ask that you offer us the same in return. It is only through this shared approach that we can find a solution that addresses your complaint and achieves our collective aim of improving your child's school experience.

When making a complaint, be specific about what you are unhappy about that is affecting your child's school experience and provide any and all relevant details. In addition it is important to think about what a successful and realistic outcome would be for you and your child and provide detail on this. This will help us work with the school to address the issue effectively and ensure we can reach a resolution that will benefit your child and their education.



- 1** The first option is always to approach your child's class teacher or other appropriate member of staff as detailed in our 'Putting Things Right' leaflet. Most concerns are informally resolved satisfactorily at this stage.
- 2** If the informal process does not resolve your concern, the next step is to follow a formal pathway as detailed in our Concerns and Complaints policy. You will be able to detail your complaint in writing using the *Appendix B form – Stage 1 Headteacher Investigation*'. Your child's Headteacher will arrange to meet you to discuss your complaint and the outcome you wish to see. Following this meeting

they will fully investigate the complaint and respond with details on the steps that should be taken by your child's school to resolve your complaint.

3 If your child's Headteacher has been unable to resolve the complaint to your satisfaction, we ask that you complete the '*Appendix C form – Stage 2 Trust Level Investigation*' (available from the school office and/or Trust website) and return it to the clerktogovernors@lumenlearningtrust.co.uk. Our Lumen Learning Trust Executive Principal or nominated governor from your child's school will undertake an investigation and produce a report which will address the steps that were recommended at Stage B to resolve your complaint

4 If you feel that the school has not properly investigated your complaint or it has not followed its published procedures, you are entitled to have all matters reviewed by a panel of three governors who have had no previous involvement with your specific complaint. Please complete the '*Appendix D form – Stage 3 Complaint Review Panel Meeting*' and return it to clerktogovernors@lumenlearningtrust.co.uk. Stage D is in place to make sure your complaint has been listened to and addressed in full. It does not offer any new proposed steps to resolve your complaint.

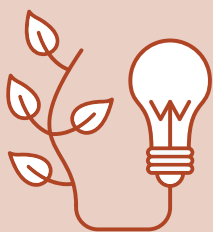


Before moving onto each new step in the Concerns and Complaints process, please think

carefully about why you don't feel your issue has been resolved. Consider if further discussion and/or mediation could help. Problem solving with your child's school is usually the quickest way to reach a resolution, or to correct a misunderstanding, as everyone involved understands your child, their unique characteristics, the way in which they learn and their general wellbeing has the best interests of the child in mind.

Mediation

It could be that entering mediation with an external mediator might be a more productive pathway to resolving your complaint than progressing to later stages of the complaint process. Mediation shines a light directly on your specific issue rather than the Concerns and Complaints policy which seeks to predominantly make sure the process of escalating a complaint is followed. Mediation can work really well to unpick misunderstandings between home and school and support everyone in coming to an agreement on what the next steps should be which, fundamentally, is to improve your child's school experience. You are free to consider this option at any stage of the complaints process.



Social Media and the Press

We totally understand that when things do not go as well as expected for your child, you may feel anger, upset or frustration. We want to work with you to create a productive environment where these feelings can be recognised and addressed and a resolution found. In the heat of the moment, sharing information about your

concern or complaint via social media or the press may feel quite freeing. In our experience however, sharing information publicly can bring unwanted scrutiny on us as a school and Trust but also, importantly, on the family involved. Please give us the opportunity to work through your complaint with you collaboratively and confidentially to bring about a resolution as swiftly as possible.



What happens if you are not a parent of a child at a Lumen Learning Trust school?

We have a process in place for you to raise your concern or complaint with a school or the Trust if your child does not attend one of our schools. Full details can be found within Appendix E of our policy.

Copies of our full Concerns and Complaints Policy can be found by visiting our Lumen Learning Trust website and our About Us tab or via this link:

<https://www.lumenlearningtrust.co.uk/about-us/lumen-learning-trust-policies>



Lumen Learning Trust

Learning together for a brighter future

"Lumen Learning Trust puts the children's needs at the heart of its provision. We are committed to enabling children become successful lifelong learners and happy, fulfilled adults who can make positive choices about their future."

Tel: 01932 571217

Briar Road, Shepperton, Surrey TW17 0JB