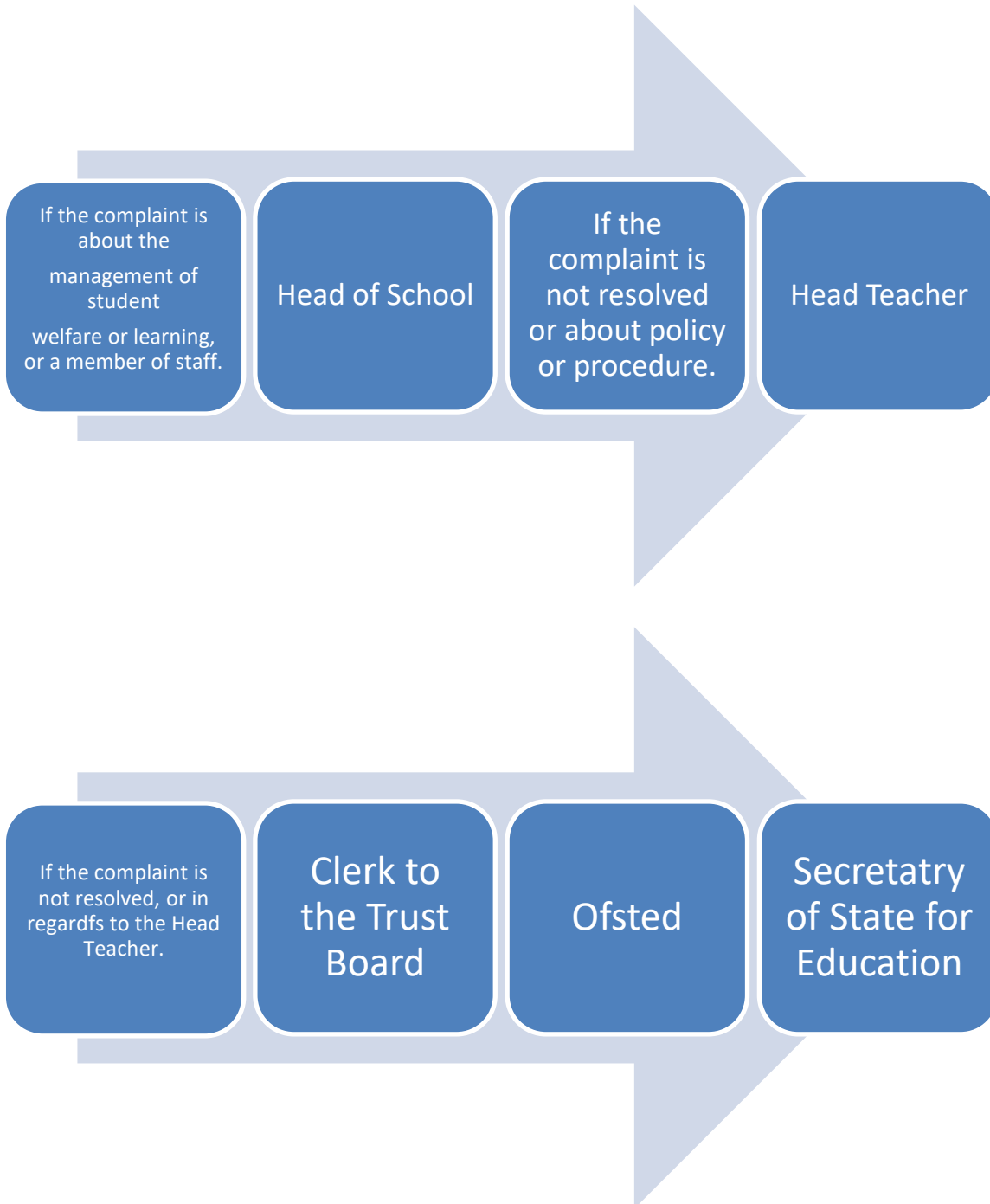


## Complaints Procedure

The Staff, Leadership and Trustees of Bromley Trust Academy accept that no establishment is immune to mistakes and it is important to hear from all stakeholders who use the services of the Academy when it is felt that mistakes have been made. The following process outlines how complaints should be made:



*'As a Trust, we are committed to Safeguarding and work with the Local Authority for the best outcome'.*

Complaints made to the Clerk of the Trust Board will be passed to the Chair of the Trust who may attempt to resolve the complaint directly or, if it is felt necessary, through discussion with the entire membership of the Trust Board.

If complaints are of a serious nature and are not resolved within the school and Trust, then complaints may also be made directly to the Office for Inspection of Schools (OFSTED) either through written communication or by accessing their website or escalation to the Secretary of State for Education.

**These complaints procedure are reviewed annually – last reviewed November 2022**