



# South Farnham Educational Trust Complaints Policy

Approved by the Trust Board Autumn Term 2019  
Review Date Autumn 2021

## Introduction

South Farnham Educational Trust endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the trust intends for these to be dealt with:

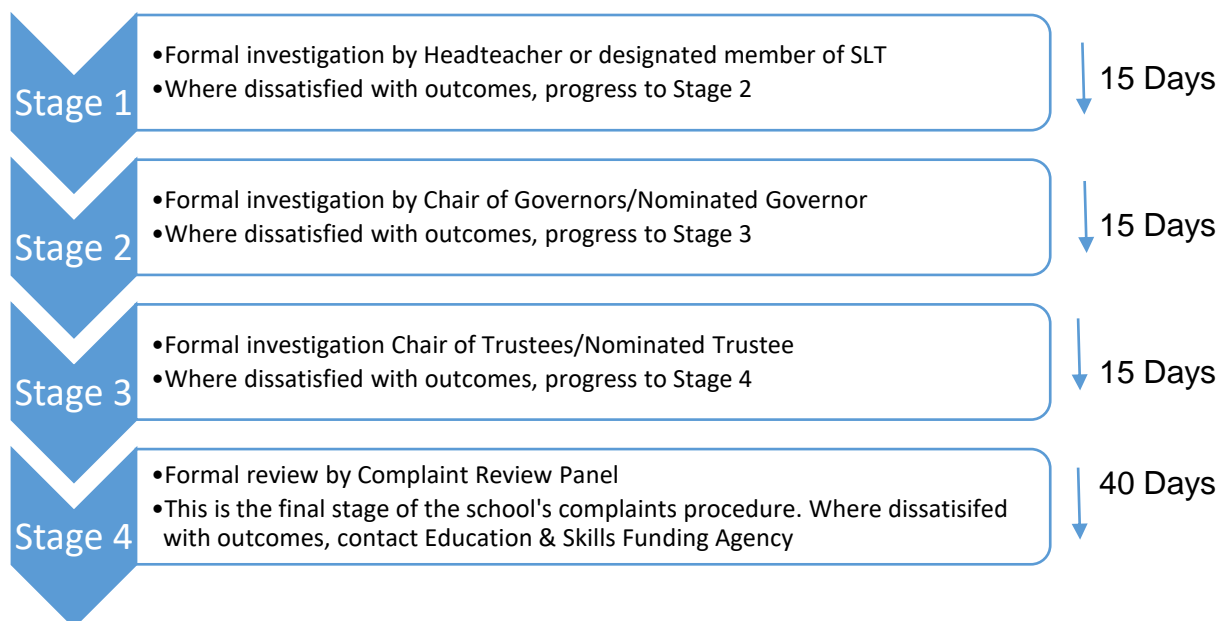
- Fairly
- Openly
- Promptly
- Without Prejudice

## Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff at the school concerned who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

South Farnham Educational Trust operates a four stage formal complaints procedure. For more details about the formal complaints procedure, please see the South Farnham Educational Trust Complaints Procedure document available on the trust website, the member school websites and/or on request from the relevant school office.

## Timeline for formal complaints



**All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.**