The quick guide to making a complaint at BCA

Within Bridgwater & Taunton College Trust we aim to make all decisions which affect parents and the local community in a fair and transparent way. Where any stakeholder feels that this is not the case, we have a robust procedure through which any complaint can be considered and resolved.

This quick guide details the complaints procedure for all those who have concerns about the school. A full policy document is available on the school website.

Stage 1: Informal complaint	Stage 2: Formal complaint	Stage 3: Local Mediation
• When raising an initial concern, we encourage you to contact the school (01278 727327) to speak to an appropriate member of staff. • This may be the class teacher, Head of Department, Tutor or Head of Year; if you are unsure please ask the receptionist. • The member of staff dealing with your initial concerns will investigate it and then let you know the outcome within **15** school days.	• A formal complaint should be made to the Head Teacher as soon as possible and it will be logged and monitored throughout the process. • The Head Teacher will either investigate or will appoint another senior member of staff to do so. • You will get a response to the complaint within **5** working days. More time may be requested if the investigation requires it.	• You will be invited to meet with a member of the Local Governing Body who will contact you within **5** working days and arrange to meet within **10** working days. • The purpose of this meeting is to allow you to outline the complaint to a person who is not involved in the issue. • The mediator will then talk to all parties involved and then meet with you again to go through any actions or decisions made.

Stage 4: Local Governing Body panel	Stage 5: Mediation	Stage 6: Appeal to the Board of Trustees
• The panel will consist of at least three governors who were not directly involved in the matters detailed in the complaint. • Following the meeting, the Chair of the Local Governing Body panel will write to you with a summary of any agreed actions or decisions.	• You will be invited to meet with a member of the Trust's Executive Leadership Team (usually the CEO or a Trust Head Teacher) who will contact you within **5** working days and arrange to meet within **10** working days. • Following the meeting, the mediator will write to you with a summary of any agreed actions or decisions.	• A complaint can usually only progress to stage 6, after passing through stages 1, 2, 3, 4 and 5 as detailed above. • You will need to write to the Chair of the Board, (details available from main reception) within **5** working days of receipt of the mediator's response to the complaint. • The Chair of Trustees will invite you to attend a panel to hear the complaint within **10** school days. • The panel's judgement is the ultimate decision that can be obtained within the Trust structure.

Referral to the ESFA

If the complainant is not satisfied with the Trust's final response, he/she may make a complaint to the Education & Skills Funding Agency (ESFA) Please visit: Complain about a school: State schools - GOV.UK (www.gov.uk)