

Catch22 Independent Schools Policy

Complaints, Compliments, and Feedback - Include Suffolk

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This policy will be reviewed Annually.

Catch22 reserves the right to amend this policy, following consultation, where appropriate.

Policy Owner:	Daryl Bates
Queries to:	Daryl Bates
Date of last review:	September 2026
Date of next review:	September 2027
Catch22 group, entity, hub:	Catch22 Education
4Policies level (all staff or managers only)	All Catch22 Education staff

Document Version Control & Changes

Version	Last modified	By	Changes Made
1.0	25/05/2023	Nick Thatcher	Policy amended to reflect changes to Executive Principles and Strategic Director
	28/09/2026	Daryl bates	Policy reviewed and updated to reflect current Catch22 Complaints, Compliments & Feedback Policy, organisational roles and local arrangements.

1. What is the policy about?

This policy sets out the procedure of making a complaint for parents and carers of our pupils. The procedure explains the process and detail of complaints made at:

- Stage 1 – Informal resolution
- Stage 2 – Formal resolution
- Stage 3 – Panel hearing
- Complaints against Catch22

This policy reflects the requirements of Part 7 of the Education (Independent School Standards) Regulations 2014, as amended, and the Department for Education's current Independent School Standards guidance.

2. Who does this policy apply to?

All Catch22 Education staff, pupils, parents/carers, volunteers, contractors, visitors, inspectors, and stakeholders.

3. Policy requirements

Catch22 welcomes suggestions and comments from parents and carers, and takes seriously concerns or complaints which may arise, as they can help us to improve the educational experience that we provide.

The aim of this procedure is to achieve a fair, effective and as rapid as possible resolution of parental concerns or suggestions about the education and/or welfare of individual pupils in the care of the school.

These procedures apply to all parents/carers of pupils and to prospective parents/carers of the school. A copy of this procedure is available on the school's website and can also be obtained on request from the school office or Headteacher. Support will be provided where required to enable a person to access and use the complaints procedure.

Should a pupil, a member of the community, or a stakeholder have any suggestions or concerns, they should also follow this procedure.

Staff concerns relating to their own employment should be raised through the appropriate employment procedure, for example the Grievance Policy. Concerns about wrongdoing or malpractice in the public interest should be raised in accordance with the Whistleblowing Policy.

Complainants will be made aware of this policy, the stage at which their complaint is being considered, and the process and timescales applicable at each stage.

Where a complaint includes an allegation or concern regarding the conduct of a Catch22 employee or an agency worker engaged by the school, the following process must take place before any investigation under this complaints procedure begins:

- A triage call involving the Headteacher, People Partner, Catch22 Head of Safeguarding and the Executive Headteacher of Catch22 Include Schools must be arranged before any process is begun. Where the allegation or concern relates to the Headteacher, the Executive Headteacher will lead this process and the Headteacher will not participate in the triage or subsequent decision-making.
- A decision must be made as to whether the allegation meets the threshold for referral to the Local Authority Designated Officer (LADO).
- A decision must be made as to whether this policy or the Catch22 Managing Allegations Policy is the appropriate procedure to follow.

Key contacts

School Address: House 1, Ashley school site, Ashley Downs, Lowestoft, NR32 4EX

The Headteacher: Daryl Bates – Daryl.bates@catch-22.org.uk

Deputy Headteacher: Elisha Langan – Elisha.langan@catch-22.org.uk

Operations Director, Education - Include Schools & Study Programme : Gemma wall – gemma.wall@catch-22.org.uk

Executive Headteacher – Include Schools: Jamie Nielsen – Jamie.Nielsen@catch-22.org.uk

Assistant Headteachers:

Joanna Steele (Lowestoft) – Joanna.steele@catch-22.org.uk

Isabel Watts (Bury) – Isabel.watts@catch-22.org.uk

Tamsyn Adcock (Ipswich) – Tamsyn.adcock@catch-22.org.uk

Complaints Officer (Catch22): Complaints Officer Catch22

27 Pear Tree Street, London, EC1V 3AG

Feedback@catch-22.org.uk

Timing

Complaints should be brought to the attention of the school and Catch22 as soon as possible and normally within three months of the relevant event(s).

Complaints may be considered outside this timescale where the complaint could not reasonably have been made earlier and it remains possible to investigate the facts fairly and effectively.

Complaints relating to events more than one year before the date the complaint is received will not normally be investigated.

Where information raises a safeguarding concern, this will be considered in accordance with the school's safeguarding procedures regardless of when the events occurred.

Professional judgement

Where the judgement of a member of Catch22 staff is subject to complaint, The Operations Director, Education – Include Schools & Study Programme and the Complaints Officer or Complaints Panel will determine whether the judgement was exercised fairly and reasonably according to Catch22 standards. There may be more than one fair and reasonable response to a situation.

The Complaints Officer or Complaints Panel will not normally substitute their decision for that of the staff concerned. Accordingly, where a complaint is upheld, The Operations Director, Education – Include Schools & Study Programme and the Complaints Officer or Complaints Panel will usually make recommendations to be acted upon by the school.

Legal proceedings

Where legal proceedings exist between Catch22 and the parents/carers/pupil, this procedure may be subject to the constraints of legal process.

Record keeping

A written record of all complaints will be maintained, which may include notes, correspondence and statements. The record will include whether each complaint was resolved following the informal or formal procedure or proceeded to a panel hearing, the outcome of the complaint, and details of any action taken by the school as a result, regardless of whether the complaint was upheld.

The school's complaints record will be maintained through the appropriate Catch22 Feedback Log and reviewed regularly by the Headteacher. The school's designated Feedback Champion will ensure that the Feedback Log is kept up to date and that significant issues, recurring themes or emerging trends are identified and escalated appropriately. Complaints and other feedback will also be used to identify learning and opportunities for service improvement.

Records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

The number of complaints registered under the formal procedure during the preceding school year will be made available to parents/carers and prospective parents/carers on request from the school.

Mediation

At any stage of the process, it may be helpful to consider mediation, or a facilitated discussion by an experienced mediator, to address any particularly difficult or sensitive issues as constructively as possible. Where the nature or seriousness of a complaint makes informal resolution inappropriate, the complaint may proceed directly to the appropriate formal stage or be considered under another relevant Catch22 procedure.

Staged Process

Stage 1 – Informal Resolution

It is preferred that most complaints and concerns will be resolved quickly and informally.

If parents/carers have a complaint they should normally contact the Headteacher/their child's Assistant Headteacher at the school site their child attends, as appropriate. In many cases the matter will be resolved straightaway by this means to the parents' satisfaction.

If the Headteacher/ Assistant Headteacher cannot resolve the matter alone, it may be necessary for them to consult with other staff within the school. The Headteacher may facilitate a discussion between the complainant and a member of staff if they feel this would be the best route towards reaching a resolution.

The member of staff dealing with the complaint will ensure that a written record is made of the complaint, the date it was received, the response provided and any action taken by the school as a result, in accordance with the school's record-keeping arrangements.

Should the matter not be resolved within seven working days, or if the member of staff and the parent/carer fail to reach a satisfactory resolution, parents/carers will be advised that they may proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2 – Formal Resolution

PART A

School Level

If the complaint cannot be resolved on an informal basis, then the parents/carers should put their complaint in writing to the Headteacher as soon as possible. The Headteacher (or their representative if the Headteacher is not in School) will investigate the complaint. The Headteacher will respond to the parents/carers within ten school days.

The Headteacher will keep written records of all meetings and interviews held in relation to the complaint. The school will also keep a written record of complaints, any action taken by the school as a result and whether they were resolved at the informal or formal stage or proceeded to a panel hearing.

Once the Headteacher is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made, and parents/carers informed of this decision in writing. The Headteacher will also give reasons for their decision.

Complaints about the Headteacher should be made directly to the Executive Headteacher, Include Schools (see Part B below).

PART B

Catch22 Level

If parents/carers are not satisfied with the Headteacher's response, they should write within ten school days of receiving the response to the Executive Headteacher, Include Schools, via the Catch22 Feedback Team at:

Email: feedback@catch-22.org.uk

Complaints Officer, Catch22

27 Pear Tree Street, London, EC1V 3AG

The complaint should clearly identify the main issue(s) of concern, the aspects of the Headteacher's response with which the parent/carer remains dissatisfied and, where possible, the resolution they are seeking.

If the complaint is about the Headteacher, parents/carers should write directly to the Executive Headteacher, Include Schools, via the Catch22 Feedback Team at the above email or postal address. The complaint should clearly identify the main issue(s) of concern and, where possible, the resolution they are seeking.

Where the complaint is about the Headteacher, the Executive Headteacher, Include Schools will manage the complaint and will inform the Operations Director, Education – Include Schools & Study Programme.

The Executive Headteacher, or an appropriately appointed investigating officer who has had no previous involvement in the matter, will investigate the complaint and respond to the parents/carers within fifteen school days of receiving it. Written records will be kept of the complaint, the steps taken to investigate it, the outcome and any action taken as a result.

In particularly complex cases, the Executive Headteacher will advise parents/carers of any additional time required to complete the investigation properly and the reasons for this.

If a complaint is made directly to the Catch22 Feedback Team before a formal complaint has been made to the Headteacher, the Feedback Team may, where appropriate, refer the matter to the Headteacher for resolution in accordance with this procedure.

If parents/carers remain dissatisfied following completion of Stage 2, they may proceed to Stage 3 of this procedure for matters which fall within the responsibilities of the school or Catch22. Where the complaint relates to the decision or actions of an external agency or third party, parents/carers will be advised of the appropriate route for their complaint and, where possible, provided with information and advice about progressing their concerns.

Stage 3 – Panel Hearing

If parents/carers remain dissatisfied following completion of Stage 2 and wish to have their complaint considered by a Complaints Panel, they should submit their request in writing to the Catch22 Feedback Team at feedback@catch-22.org.uk, setting out the aspects of the complaint that remain unresolved and the reasons why they remain dissatisfied with the Stage 2 response.

If a request for a Complaints Panel is received before Stage 2 of this procedure has been completed, the matter will normally be referred back for consideration under Stage 2 before a Panel Hearing is convened.

To support timely resolution, the complainant should identify the key issues that remain unresolved and, where possible, the outcome they are seeking.

Once a complaint has reached Stage 3, a Complaints Panel will be convened. A Chair will be appointed who has had no previous involvement in the matters detailed in the complaint. The Panel will consist of at least three people who have not been directly involved in the matters detailed in the complaint, at least one of whom will be independent of the management and running of the school. Panel members will be appointed with due regard to their independence, impartiality and ability to consider the complaint fairly.

A Clerk will be appointed to support the Panel and will be responsible for the administrative arrangements before, during and following the hearing. The Clerk will normally be a member of the Catch22 Governance, Risk and Compliance team, or another appropriately appointed person, and will not have had previous involvement in the matters detailed in the complaint.

The Panel may decline to consider matters for which appropriate written notice has not been given where it considers that doing so would prejudice the fair and effective consideration of the complaint.

Where the Panel considers it necessary, it may request further information or clarification relating to the complaint or any associated matter in advance of the hearing. Any information requested should be

provided to the Clerk no later than five school days before the hearing, wherever reasonably practicable, and will be circulated to all relevant parties in advance of the hearing.

Parents/carers will be invited to attend the Panel Hearing and may be accompanied if they wish. The accompanying person may be a relative, friend or other person chosen by the parent/carer. Legal representation will not normally be necessary; however, any request for legal representation will be considered taking account of the circumstances of the complaint and the need to ensure a fair process.

The conduct of the hearing will be at the Panel's discretion and will be determined in the interests of a fair, effective and timely consideration of the complaint. The Chair of the Panel, or the Clerk on their behalf, will write to the parents/carers before the hearing, having considered the nature of the complaint and the documentary information available, to explain how the hearing will be conducted. Prior to the hearing, procedural matters may be determined by the Chair acting alone.

Any questions regarding the Panel's procedure should be directed to the Clerk, who will liaise with the Chair as appropriate.

Having considered all relevant information, the Panel will reach its findings and make recommendations. The Panel will write to the parents/carers, normally within five working days of the hearing, setting out its findings, the reasons for them and any recommendations made.

The Panel's findings and recommendations will be provided in writing to the complainant and, where relevant, the person(s) complained about. They will also be provided to the Headteacher, the Executive Headteacher, Include Schools, and the Catch22 Feedback Team. Where the complaint concerns the Headteacher, the findings and recommendations will also be provided to the Operations Director, Education – Include Schools & Study Programme.

A copy of the Panel's findings and recommendations will be available for inspection on the school premises by the proprietor and the Headteacher and will be retained in accordance with Catch22's complaints record-keeping arrangements.

All concerns and complaints will be treated seriously and with appropriate confidentiality. Correspondence, statements and records relating to individual complaints will be kept confidential except where disclosure is required in the course of the school's inspection, to meet another legal or regulatory requirement, or where otherwise required by law.

4. Definitions

Complaint: An expression of dissatisfaction about the actions, decisions or services of the school or Catch22 which requires a response.

Complainant: The person making the complaint, including a parent/carer, pupil, prospective parent/carer or other person to whom this procedure applies.

Compliment/feedback: Positive feedback, comments or suggestions about the school, its services or staff which do not require consideration through the complaints procedure.

5. Related policies

- Grievance Policy
- Low Level Concerns Policy
- Managing Allegations Policy
- Safeguarding and Child Protection Policy
- Whistleblowing Policy

6. Appendices

Annex 1 – Equality Impact Assessment

Annex 1: Equality Impact Assessment

This EIA is for:	Education – Complaints, Compliments and Feedback Policy
EIA completed by:	Daryl Bates, Headteacher
Date of assessment/Review:	September 2026
Assessment approved by:	

Catch22 is committed to always: avoiding the potential for unlawful discrimination, harassment and victimisation; advancing equality of opportunity between people who share a protected characteristic and those who do not; and foster good relations between people who share a protected characteristic and those who do not.

An Equality Impact Assessment (EIA) is a tool for identifying whether or not strategies, projects, services, guidance, practices or policies have an adverse or positive impact on a particular group of people or equality group. Whilst currently only public bodies are legally required to complete EIAs under the Equality Act 2010, Catch22 has adopted the process in line with its commitment to continually improve our equality performance.

Policy owners are required to complete or review the assessment indicating whether the policy has a positive, neutral or negative impact for people who it applies to and who share one or more of the 9 protected characteristics under the Equality Act 2010.

Definitions are based on the Equality & Human Rights (EHRC) guidance.

Objectives and intended outcomes

This EIA has been completed in order to ensure that the implications and potential impact, positive and negative, of this policy have been fully considered and addressed, whether or not people share a protected characteristic.

Equality Area	Positive	Neutral	Negative	Please give details including any mitigation for negative impacts
Age Does this policy impact on any particular age groups or people of a certain age?	☐	☒	☐	The policy applies equally to all members of staff and pupils regardless of age. It is not considered that the policy includes any guidance or rules that may impact either positively or negatively on members of staff or pupils because of their age.
Disability: Does this policy impact on people who have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities?	☐	☒	☐	The policy applies equally to people with and without disabilities. It is recognised that disability, communication needs or literacy difficulties may create barriers to accessing a written complaints process. Reasonable adjustments and appropriate support will therefore be provided where required, including support to record a complaint where written communication would otherwise present a barrier.
Gender reassignment (Transsexual, transgender, trans) Does this policy impact on people who are transitioning from one gender to another (at any stage)	☐	☒	☐	The policy applies equally to all members of staff and pupils regardless of their gender at any given time. It is not considered that the policy includes any guidance or rules that may impact either positively or negatively on members of staff or pupils because of their gender.
Marriage and civil partnership Does this policy impact on people who are legally married or in a civil partnership?	☐	☒	☐	The policy applies equally to all members of staff and pupils regardless of marital status. It is not considered that the policy includes any guidance or rules that may impact either positively or negatively on members of staff or pupils because of their marital status.

Pregnancy and maternity (in work this is linked to maternity leave, non-work this is for 26 weeks after giving birth) Does this policy impact on people who are pregnant or in their maternity period	☐	☒	☐	It is not considered that the policy positive or negatively impacts on pregnant women or on staff on maternity or paternity leave.
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following the birth of their child?				
Race Does this policy impact on people as defined by their race, colour and nationality (including citizenship) ethnic or national origins	☐	☒	☐	The policy applies equally to all members of staff and pupils regardless of their race, origin, colour or nationality. It is not considered that the policy includes any guidance or rules that may impact either positively or negatively in these respects.
Religion and belief Does this policy impact on people who practice a particular religion or none, or who hold particular religious or philosophical belief or none?	☐	☒	☐	The policy applies equally to all members of staff and pupils regardless of religion or beliefs. It is not considered that the policy includes any guidance or rules that may impact either positively or negatively in these respects.
Sex Does this policy impact on people because they are male or female?	☐	☒	☐	The policy applies equally to all members of staff and pupils regardless of their sex. It is not considered that the policy includes any guidance or rules that may impact either positively or negatively on members of staff or pupils because of their sex.
Sexual orientation Does this policy impact on people who are sexually attracted towards their own sex, the opposite sex or to both sexes?	☐	☒	☐	The policy applies equally to all staff and pupils regardless of their sexual orientation. It is not considered that the policy includes any guidance or rules that may impact either positively or negatively on members of staff or pupils because of their sexual orientation.

More information/notes