

Complaints Procedure 2026

Introduction

ACT 2 CAM values feedback and welcomes your views. We aim to maintain high standards, but we recognise that sometimes expectations may not be met. This policy explains how you can raise concerns or complaints and how we will handle them.

What is a Complaint?

A complaint is an expression of dissatisfaction about:

- An event that has occurred or failed to occur
- The way something was handled

Most concerns can be resolved informally through discussion and communication. If you are not satisfied with the outcome, you may follow the **formal complaints procedure** outlined below.

Important: Complaints must be made with full information and not anonymously to ensure proper investigation.

What You Can Expect

- Complaints will be handled with **discretion**, though some information may need to be shared with relevant parties or external agencies.
 - Raising a complaint will **not affect your relationship** with ACT 2 CAM or your child.
 - Investigations will be **impartial**, and a written response will be provided within **20 working days**.
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Advice

- Visit [ACT 2 CAM Policies](#) for guidance and terms.
- Independent support is available from:

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- [Citizens Advice](#)
- [Advisory Centre for Education](#)

Tips for raising a complaint:

- Gather facts and relevant information
 - Obtain copies of relevant policies
 - Contact ACT 2 CAM early
 - Make an appointment with the relevant staff member via tanya.card@act2cam.com
 - Keep communication clear, factual, and concise; use bullet points and include dates, times, and names
 - Consider bringing a friend to take notes and support you
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Complaint Against a Member of Staff

- The complaint procedure is **distinct from staff disciplinary procedures**.
 - If disciplinary action is initiated, the complaint investigation may be paused; you will be updated every three weeks.
 - Staff will be informed of complaints and given an opportunity to respond.
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Stages of Complaint

Stage 1: Informal

- Raise your concern with the staff member most closely involved.
- Discussion with the **headteacher or central team member** may be appropriate before making a formal complaint.

Stage 2: Formal

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- If unsatisfied with Stage 1, submit a **written complaint** to the Headteacher, **Stephen Woods**, via **info@act2cam.com**.
- The complaint will be acknowledged within **3 school days**.
- The investigation will be carried out, and the outcome communicated within **20 working days**, including:
 - Explanation of the decision
 - Reasons for the decision
 - Actions the school will take (if applicable)
- The Headteacher may delegate information gathering but **not the decision**.
- If necessary, the Headteacher may refer the matter to **Ofsted** immediately.
- Complaints about the Headteacher should be raised directly with **Ofsted**.

Stage 3: Ofsted (Final Stage)

- If dissatisfied after the school's response, you may contact Ofsted:
 - **Email:** enquiries@ofsted.gov.uk
 - **Telephone:** 0300 123 4666
- A formal complaint to Ofsted should be made **within 20 working days** of ACT 2 CAM's response.

Record-Keeping

- A **complaints register** is maintained for all formal complaints.
- Records include key details, actions taken, and outcomes.

General Guidance

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- Keep calm and avoid confrontation during meetings
- Ask “what happens next?” to understand the process
- Use appointments to focus on facts and outcomes rather than emotions

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Reviewed annually or sooner if legislation, guidance, or operational requirements change.

Externally Audited: January 2026

Next review: January 2027