

Stage Two Complaint Appeal Panel Hearing Request Form

The completion and submission of this form initiates the Leodis Academies Trust Complaints procedure at Stage Two. The completed form and all relevant supporting evidence should be submitted to the Trust Complaints Co-ordinator, marked Private and Confidential, via the Academy Reception, Trust Office or info@leodis.org.uk within **10 school days** of receipt of the Stage One response.

Academy	
Relationship with Academy (for example, parent)	
Student(s) name(s) (if relevant to your complaint)	
Your Name	
Your Address	
Telephone number	
Email	
Date of Stage One Response Letter	
Sender of Stage One Response Letter	

When completing the form, please use the sections below to clearly state your complaint, focusing on the specific matters of the complaint you are raising. As per the Leodis Complaints Policy, disagreeing with the outcome at Stage One is not sufficient grounds for undertaking a review at Stage Two. A Complaint Appeal Panel Hearing is to review **how** the complaint has been investigated and to determine whether it has been conducted **fairly and objectively**.

To substantiate your request for a Complaint Appeal Panel Hearing you are required to give details of the circumstances under which a review would be conducted, including where there is:

- a claim that material information was not taken into account in investigating the complaint. This does not allow for the presentation of new material;
- a claim that procedures have not been properly applied in handling the complaint; or
- a claim that there has been an incorrect interpretation of Academy/Trust policy.

If the circumstances for the request for a Complaint Appeal Panel Hearing do not meet these criteria, you will be contacted by the Trust Complaints Co-ordinator to seek clarification. If this clarification is not forthcoming, or if the request is still thought to be beyond the scope of this stage of the Complaints Policy, the Complaint Appeal Panel Hearing will not be arranged and you will be notified of this.

Please detail why you believe that material information was not taken into account in investigating the Stage One complaint: (Please note this does not allow for the presentation of new material at this stage)

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Please detail why you believe that the procedures have not been properly applied in regarding the Stage One complaint:

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Please detail why you believe there has been an incorrect interpretation of the Academy/ Trust Policy in responding to the Stage One complaint:

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Signature:

Date:

Office Use Only

Date Received:

Date acknowledgement sent:

By whom:

Complaint Referred to:

Date: