

How to run an effective complaints review panel

Trust level complaints in a MAT

Complaints escalated to/about the Trust, CEO or Trustee

The **DfE guidance** states that your policy should include how to complain specifically about the CEO or the MAT and who will manage the complaint at each stage of the process.

The **model policy** states that if the complaint is directly about the trust, it should be sent to the CEO to be investigated and the CEO will respond and carry out the stage 2 investigation. Following the investigation, the CEO will write to the complainant confirming the outcome.

If the complaint concerns the CEO or a trustee, the complaint should be investigated by the chair of the trust board. If a formal complaint form is received about the chair, the complaint will be referred to the vice chair for investigation.

N.B. Where the chair has investigated the complaint, they will write the letter of outcome to the complainant and provide a copy to the CEO.

If the complainant is not satisfied with the outcome of the previous stage, the complainant should write to the clerk to the trust board asking for the complaint to be heard before a complaint panel.

If the complaint is:

- jointly about the chair and vice chair or
- the entire trust board or
- the majority of the trust board

Stage 3 will be heard by a completely independent committee panel.

For more information and suggested timeframes please refer to the DfE's [guidance and model policy for MATs](#).