Pathfinder Multi Academy Trust

Providing an excellent education from age 2 to 19

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Dear parents and carers

New parent guide to school complaints

I hope all families are well and you are enjoying the brighter and warmer days. The spring term has been a busy and successful one across Pathfinder. Recently two of our schools were recognised by the Education Secretary for their excellent outcomes for disadvantaged pupils, and several of our schools have also undergone successful inspections. These achievements reflect the dedication of our staff and the hard work of our students, and we look forward to celebrating more of their successes in the Easter edition of the Pathfinder newsletter.

The reason I am writing to you today is to share a recently released **Parent guide to school complaints** from the charity Parentkind which we hope you find useful.

A copy is attached and can also be found at the following link: https://www.parentkind.org.uk/assets/parents-resources/Parent-Guide-to-School-Complaints.pdf

Parentkind has worked with the Department for Education, Ofsted and other national education organisations to produce this guidance. It has been developed in response to a national increase in the number of parental complaints, with the aim of supporting families and schools to resolve issues quickly, fairly and constructively.

If families ever have concerns, we would always encourage them to contact their child's school so they can be addressed as quickly as possible. We are pleased that 91.3% of parents and carers who responded to our recent Trust survey said their concerns were dealt with properly, compared with 77.9% nationally in Ofsted's Parent View survey.

The new guidance is designed to make the complaints process clearer for parents and follows five simple steps to help ensure concerns are directed to the right person and addressed as quickly as possible, they include:

1. What kind of issue is it?
2. Who in the school should I speak to?
3. How do I raise my complaint?
4. When should I expect a response?
5. Where can I escalate a complaint if necessary?

The guide is also designed to work alongside a school's complaints policy and provides simple, transparent steps for raising concerns. It also indicates when concerns should be referred to the school's policy. At Pathfinder, we have a trust-wide complaints procedure which can be found on the policies page of each school's website.

Our aim is to work together when issues arise so that concerns are resolved constructively and students continue to thrive.

Thank you for your ongoing support and for taking the time to read this letter and the accompanying guide. We hope it helps you feel confident should you need to raise a concern and supports you to work together with your child's school.

Yours faithfully,

Mr A Daly
CEO, Pathfinder Multi Academy Trust