



# COMPLAINTS POLICY

**CURRENT REQUIREMENT: A complaints policy MUST be published**

## **Schools must publish their:**

- charging policy, giving details of activities for which they will charge parents and carers
- remissions policy, giving details of any circumstances in which they will wholly or partly waive any charge they would otherwise expect parents and carers to pay

Guidance on charging for school activities is available. Sections 449 to 462 of the Education Act 1996 set out the law on charging in schools maintained by local authorities.

## **What academy schools and trusts must make available**

All academies and trusts (with the exception of 16-19 academies) must have a complaints procedure that meets the requirements in the standard at the Education (Independent School Standards (England) Regulations 2014 Schedule 1, Part 7. The complaints procedure must be available to parents and carers of children attending an academy.

## **What academy schools must publish**

Academy schools must publish the details of any arrangements for handling complaints from parents and carers about the support they provide for children with special educational needs and disability (SEND). They must do this as part of their SEN information report.

## **What academy trusts and FE colleges must publish**

Academy trusts must publish details of their whistleblowing procedure.

FE colleges must publish their whistleblowing policy and regularly review it.