

**THE BEVINGTON TURST
(THE TRUST)**

COMPLAINTS PROCEDURE

The Bevington Trust (the Trust) aims to provide high quality support to Bevington School. We believe we achieve this most of the time but if we are not getting it right please let us know.

In order to ensure our services remain at a high level, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with us.

If you are not happy with the Trust, please tell us. If you are unhappy with an individual in the Trust sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then please speak to the Head Teacher or one of the Trustees of the Charity.

Usually we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Please make a written complaint If you are not satisfied with our response or wish to raise the matter more formally, please write to the Head Teacher (Trustee).

All written complaints will be logged. You should receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and to give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If, after we have responded, you are not satisfied, please write to the Head Teacher (Trustee), who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with the Trust's activities.



K Matthews

Head Teacher (Trustee)



E Lindh

Chair Governors (Trustee)



I Naidoo

Chair Finance Committee (Trustee)

Date: 24/06/2019