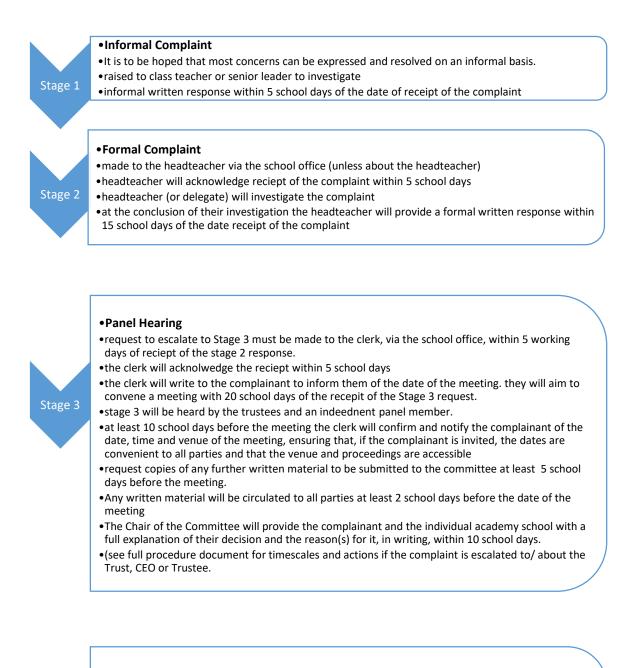
## Appendix B – New Guild Trust – Flow Chart Summary of Complaints Procedure





• If the complainant believes the school / trust did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the ESFA after they have completed Stage 3.

•The ESFA will not normally reinvestigate the substance of complaints or overturn any decisions made by The New Guild Trust. They will consider whether **<School Name>** has adhered to education legislation and any statutory policies connected with the complaint and whether they have followed Part 7 of the Education (Independent School Standards) Regulations 2014.

•The complainant can refer their complaint to the ESFA online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

•Academy Complaints and Customer Insight Unit

•Education and Skills Funding Agency Cheylesmore House, 5 Quinton Road, Coventry, CV1 2WT