# GIRLS' DAY SCHOOL TRUST

## Scheme of Delegation

#### Introduction

The purpose of this document is to clarify responsibilities and accountabilities within the GDST Academy Trust's governance structure. The scheme of delegation sets out who has authority and who is accountable for decisions made within the Academy Trust.

The scheme of delegation includes the following categories:

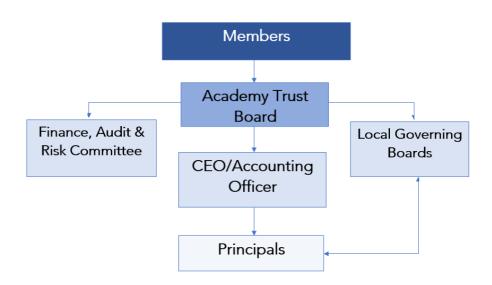
- Overview
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The overarching scheme of delegation covers decision making within the Academy Trust, and should be read in conjunction with the detailed Financial Delegation Limits, and the Academy Trust Board, Committee, and Local Governing Board Terms of Reference.

#### Governance Model Summary

Showing layers of governance and lines of accountability



Details on Roles and Responsibilities

## <u>Sponsor</u>

The Sponsor for the GDST Academy Trust is the Girls' Day School Trust ("GDST").

The role of the GDST as Sponsor is to ensure effective governance of the Academy Trust and ensure that the Academies operate within the current legal framework, and meet their charitable aims.

The GDST provides governance support to the Academy Trust Board (ATB) and the Local Governing Bodies (LGBs). The Trust also provides a range of specialist services to the academies, including Innovation & Learning and Development, HR, audit, payroll, legal, and Information Technology Services, as set out in the GDST Academies Service Agreements, reviewed annually.

#### **Members**

In accordance with ESFA guidance, the Academy Trust is comprised of three Members: the GDST as a body corporate (and sponsor), the GDST Council Chair, and GDST Deputy Chair(s).

The Members hold responsibility for general oversight of the efficient running of the Academy Trust, and agree the Articles of Association, and appoint the ATB Chair.

## Academy Trust Board

The Academy Trust Board ("ATB") is responsible for the overall strategic direction of the academies, and for those statutory duties which may not be delegated to sub-committees. The principal roles of the ATB, as set out in the ATB Terms of Reference, are:

- i) To set the Trust's strategy;
- ii) To monitor each Academy's performance against key performance indicators, including approval of the annual plan;
- iii) To maintain the financial stability of the Trust; and
- iv) To review the Trust's policies and procedures that provide internal control and mitigate risk.

The composition of the ATB is set out in the ATB Terms of Reference. The ATB is accountable to the Sponsor and Members.

## Finance, Audit and Risk Assurance Committee

The Finance, Audit and Risk Committee ("FARA") supports the ATB and Chief Executive/Accounting Officer by reviewing the integrity of financial statements, the robustness of the assurance framework on governance, risk management, the control environment and the annual report. The Committee also works with the Academy Trust Finance Director to review and approve the annual budget for the Academies, which is subsequently taken to the ATB for final approval. The Committee consists of no fewer than three Trustees of the ATB, excluding the Chair of the ATB.

The key responsibilities of the FARA are set out in the FARA Terms of Reference.

## Chief Executive/ Accounting Officer

The day-to-day executive management of the Trust is delegated to the Chief Executive Officer, who in turn line manages the academy Principals. The CEO is the Accounting Officer and as such is accountable to Parliament for all aspects of the Academy Trust's activities, and to the ESFA, for the proper deployment of financial resources under the Academy Trust's control.

## **Principals**

The academy Principals are responsible for delivering educational and operational outcomes in their individual Academy. They propose the appropriate strategy to the ATB including annual operating plans and quality assurance. They are accountable to the ATB and are line managed by the Chief Executive.

### Local Governing Boards

The Academy Trust's Local Governing Boards ("LGBs") act as the local 'eyes and ears' of the academies and their communities, and provide advice and support accordingly to the ATB. The LGB has the following key purposes, which are set out in the LGB Terms of Reference:

- i) monitoring the academy's financial and academic performance;
- ii) developing local strategies and policies which reflect the academy's vision and ethos; and
- iii) promoting the academy and fostering links with the local community
- iv) acting as 'critical friend' to the academy principals.

Responsibility for the day-to-day management of the academy is delegated to the Principal.

The membership of the LGB is set out in the LGB Terms of Reference. The LGBs are accountable to the ATB. The LGB Chairs are ex officio members of the ATB.

Last considered by the ATB: 6/11/2024

## Overview

Sponsor (GDST)	Academy Trust Board (ATB)	Local Governing Boards	Principals
Purpose	•		
Makes Chair appointment to the ATB: may also appoint Trustees	Appoints Trustees	Provides focused support at a local level and act as a critical friend to the	Leadership and management of the Academy
Ensures effective governance	Provides advice to the sponsor on the functioning of the academies	Principal Reviews on a regular basis the	Advise the ATB on strategic direction, forward planning and
Ensures the Academies operate within the current legal framework	Monitor the Academies' KPIs, in particular pupil progress and pupil attainment, providing challenge where	performance and progress of the Academy in areas including ethos and welfare, strategy, direction, vision and	quality assurance
Sets the ethos and vision for the Academies	appropriate Monitor the implementation of the	values, teaching and learning, pupil progress, staff development, financial compliance with the budget. Reports	
Broad financial oversight	Academies' strategic plans	all such matters to the ATB on a regular basis	
Ensures the effective use of funds as expected by the DfE	Delegates financial, audit and risk management to the ATB Finance Audit & Risk Committee	Promoting the Academy and fostering links with their local communities	
Use evaluation to recommend training opportunities			
Annual focus on the performance of the Academies supported by a report on the ATB			
Provides support and guidance to ATB, LGBs and the Academies through shared staff expertise – HR, audit, governance, payroll, legal, ICT, Innovation & Learning and Development			

Accountability				
Accountable to the DfE for the Academies' performance	Accountable to the Sponsor	Accountable to the ATB	Accountable to the ATB	
The GDST CEO holds the position of accounting officer				
Commitment				
Receives reports at regular GDST Council meeting on the progress of the academies Receives a detailed report and undertakes an annual review of the academies and Academy Trust One member of ATB or the GDST Council attends an Annual School Review for each academy	One member of ATB (usually the relevant LGB chair) to be present at LGB meetings Meet three times a year: one joint meeting at Trust Office, and one meeting at each academy for a detailed strategy session One member of ATB or the GDST Council attends an Annual School Review for each academy Finance, audit and risk oversight is delegated to the ATB Finance, Audit & Risk Committee, which meets four times per year: one to approve the annual accounts, one to approve the budgets, and two ordinary meetings	Meets at least once each term in every academic year Minutes to be taken at every meeting and made available to the ATB as soon as reasonably practical LGB Chair attends the Annual School Review	Provide information in a timely fashion and as requested to the LGB and ATB to support their effective functioning Attends the Annual School Review	

## Governance Framework

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
Accountable for meeting statutory	Act on behalf of the ATB to enable it	Responsible for the LGB's own	Ensures that the Department for
requirements for governance	to discharge its duties in relation to	processes in line with the	Education's Get Information About
arrangements	statutory compliance and the	requirements set out in the	Schools database is updated with
	performance of schools	governing documents (Articles	required governance information
Responsible for the ATB's own		of Association, Funding	
processes in line with the requirements	Provides support and guidance to	Agreement and Terms of	Ensures that the LGBs are provided with
set out in the governing documents	ATB, LGBs and the Academies	Reference)	a Clerk to facilitate with the running of
(Articles of Association, and the	through shared staff expertise – HR,		the LGB meetings and other related
Funding Agreement)	audit, governance, payroll, legal,	Responsible for recruitment	matters
	ICT, Innovation & Learning and	and succession planning of	
Permitted to delegate certain	Development	LGB members in line with the	Works with the LGB on recruitment and
responsibilities to the CEO/Trust Office		requirements set out in the	succession planning of LGB members in
and LGBs	Provide the ATB and LGBs with	governing documents, to	line with the requirements set out in the
	guidance and advice to evaluate and	ensure good balance of skills	governing documents, to ensure good
Agree upon strategy, direction, vision	improve processes and	and effectiveness	balance of skills and effectiveness
and values of each Academy with the	effectiveness, and monitor	Ensures that new LGB	Works with the LGB to ensure that new
Sponsor, LGB and Principals	performance against the KPIs and		
Approve key performance indicators	strategic aims	members have an appropriate	LGB members have an appropriate local
Approve key performance indicators against which to monitor the	Assist the ATB and LGBs with	local induction, and receive on-going training as benefits	induction, and receive on-going training as benefits their role and responsibilities
implementation of strategy, long-term	training needs and with new Trustee	their role and responsibilities	as benefits their fole and responsibilities
objectives, and academy performance	induction		Involved in the recruitment process for
bleetives, and academy performance		Involved in the recruitment	the LGB Chair
Approve Committee appointments	Provide administrative assistance to	process for the LGB Chair	
(including LGB Chairs)	the ATB (including meeting agendas		Responsible for developing and
	and planning, minute-taking,	Responsible for carrying out	implementing the academy's long-term
Approve role descriptions and Terms of	reports)	regular reviews of its own	strategic plan and
Reference for trustees/chair/specific	1 /	effectiveness	development/improvement plans
roles/committee members	Evaluate the performance and effectiveness of LGBs (typically via		,

Responsible for recruitment and	the Annual School Review	LGB Chair provides an update	Responsible for implementing the
succession planning of Trustees and	mechanism)	on the LGB's business at each	outcomes of the Annual School Review
LGB Chairs to ensure good balance of		ATB meeting	
skills and effectiveness			Report on the performance of the
		Responsible for declaring any	academy and student progress
Make appropriate comments and recommendations to the sponsor on		business interests or potential conflicts of interest	
matters relevant to the academy's		connicts of interest	
operation via regular reporting at GDST		Support the Principal in the	
Council, and via an annual detailed		creation, implementation and	
report, considered by the GDST		monitoring of the academies'	
Council during an annual meeting		strategic plans	
Responsible for declaring any business		Provide challenge and constructive feedback and	
interests or potential conflicts of interest		support for developing the	
		academy's strategic plan and	
Responsible for evaluating own		development/improvement	
effectiveness and procedures		plans	
Responsible for ensuring new Trustees		Overview the outcomes of the	
are suitably inducted, and that ongoing		Annual School Review to	
training requirements are met		ensure target are met	
Evaluate the performance and			
effectiveness of LGBs (typically via the			
Annual School Review mechanism)			
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# School Improvement and Reporting

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
Responsible for oversight and assurance of the academies' educational performance, and holding the Executive and Principal to account for the educational performance of pupils, and performance management of staff	and Trust OfficeAs part of the Annual School Review, sets and reviews annual performance targets for the academies, relating to: - the academy's vision and key development over the last 12 months - progress against the GDST's strategic - Progress against the 3-year operational plan - Staff engagement and well-being - Safeguarding compliance - GDPR compliance - Health and Safety complianceMonitors the academies' response to recommendations of the last inspectionMonitors pupils' progress and attainment various groups of pupils (such as pupil premium, SEND, looked after children)	Supports the academy in its Annual School Review process Monitors and challenges the academy's performance against the outcomes of the Annual School Review Monitors and challenges the academy's response to recommendations of the last inspection Monitors and challenges pupil progress and attainment Monitors and challenges pupils' progress and attainment in various groups of pupils (such as pupil premium, SEND, looked after children) and the provisions and support made available to those pupils	Responsible for the evaluation of the academy, including strengths, weaknesses, opportunities and threats Responsible for implementing the outcomes and targets of the Annual School Review, and creating a plan of action to address these in a timely and strategic way Responsible for implementing the academy's response to recommendations of the last inspection Responsible for driving pupil progress and attainment Has a detailed understanding of the various groups of pupils (such as pupil premium, SEND, looked after children) and their progress within the academy, including support at individual pupil level where required

# Curriculum and Quality of Teaching

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principals
Responsible for the oversight	Supports the development of the curriculum	Challenge and support the	Drives the development of the
of the curriculum as part of the overall strategy	that delivers the strategy	academy in developing and implementing its curriculum	curriculum that delivers the strategy
	Provides advice on curriculum development and innovation, including teaching and learning,	policy and provision	Responsible for the quality of teaching in the academy
	assessment practice, pastoral care and pupil	Challenge and support the	
	guidance and extra-curricular activities	academy in developing and implementing its co-curricular	Responsible for the development and implementation of the academy's
	Provides casework advice on pupil-related issues, other than those relating to Exclusions,	policy and provision	curriculum policy
	Admissions and SEN provision (advice on these will be obtained by the Legal Department from		Responsible for the development and implementation of the school's
	education law expert by GDST on behalf of the Academy Trust if requested)		curriculum development and innovation, including teaching and learning, assessment practice, pastoral care and
	Provides advice on work experience and work- related learning		pupil guidance and extra-curricular activities
	Provides access to professional communities and Trust Consultant Teachers		Responsible for monitoring and evaluation the impact of the academies' curricular and co-curricular provision
	Provides advice and guidance on matters relating to public examinations and external		
	assessment for qualifications within the Qualifications and Credit Framework		
	Representation of the needs and concerns of the academies in those groups and bodies with		
	which the GDST has an ongoing professional relationship		

# **Ensuring Financial Probity**

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
The ATB Finance, Audit & Risk Committee (FAR) works with the Academy Trust Finance Director to set the annual budget for the Academies – which are subsequently approved by the ATB	Supports the academies with compliance with the Academies Handbook Provides financial advice and accounting services and payroll processing as set out in the GDST Academies Service Agreements	Monitors the implementation of the budget assigned by the ATB and report regularly to the ATB on progress against it through the prompt circulation of meeting minutes to the ATB	Responsible for ensuring regulatory and the economic, efficient and effective use of resources Managing the delegated budget and resources agreed by the ATB and monitored by the Local Governing Body
Approve and review the academies' Scheme of Financial Delegation Maintain robust financial oversight in accordance with the ESFA Academy Handbook. The FAR Committee meets four times a year to discuss and monitor the management accounts and these are also presented at each ATB meeting Consider and approve the budgets and three-year forecasts for submission to the ESFA Ensures the effective use of funds as expected by the DfE	Administration of the various pensions schemes Prepare the consolidated GDST annual accounts for submission Develop Trust-wide procurement strategies and efficiency savings	Supports the Principal in identifying opportunities for further income generation and/or cost saving	<ul> <li>Responsibility for the administration of the financial affairs of the academy</li> <li>Works with the LGB and Director of Finance and Operations to prepare the budget and three-year forecasts</li> <li>Filing of the annual accounts as appropriate</li> <li>Cooperates with the findings of the external auditors and implements reasonable recommendations</li> <li>Responsible for the local maintenance of assets and appropriate registers</li> <li>Responsible for the annual completion and submission of the Resource Management Checklist</li> </ul>

GDST Services to the Academies: ensure value for money and approval arrangements via the ESFA		
Approve the annual accounts for consolidation with the GDST annual accounts		
Receive and respond to the external auditor's report		
Reviews and approves the submission of the Resource Management Checklist annually		

# People

	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
appointment and removal of the Trustees, LGB Chair, and Clerk to the ATB Determine terms and conditions of service for staff (the Academy Trust is the employer of all staff and is responsible for procedures and terms and conditions of service for all employees including the setting of appropriate rules for the conduct of staff, in each case as developed with each academy. Changes to such policies and procedures will be effected only after consultation with the LGB, Principal and staff groups where appropriate) Approves targets and pay/bonus review for the Principals	Provides access to (and adaptation of) HR policy framework; notification and guidance on policy changes arising out of changes to UK law or newly issued guidance on best practice Provides specialist advice and support on all employment matters for the academies' Senior Leadership Teams as set out in the GDST Academies Service Agreements Provides access to the Employee Assistance Programme for all GDST Academy staff Access to specialist medical advice where necessary through the Occupational Health provider (by explicit agreement between the Principal, Deputy Principal or Finance Director and the HR Director or nominated Deputy). Provides advice on processing paperwork for new starters, leavers and staff pay changes Provides opportunities for staff to apply for secondments and comparable professional development experiences as set out in the GDST Academies Service Agreements Responsible for leading the appointment	LGB Chair contributes to the appointment of the Principal in close consultation with the Executive Supports the Principal in contributing to the appointment process for senior leadership posts, where invited to do so Supports the Principal with staff restructure plans	Advise the ATB and LGB on the appointment of the Deputy Principal and other such senior posts Manage the appointment of all other staff and (except to the extent directed otherwise by the Trustees), the salary grading, allocation of duties, appraisal and discipline of all staff in accordance with the GDST's stated policies and procedures and best practice for HR and recruitment Responsible for the maintenance of the academy's Single Central Record and statutory compliance with safer recruitment requirements Consults with the LGB on any staff restructure plans Responsible for maintaining a structured approach to succession planning at academy level Ensures that staff are able to benefit from the training opportunities offered by the GDST as set out in the GDST Academies Service Agreements Undertakes an annual appraisal with the Chief Executive officer

Provides training for members of the ATB and the LGBs where required as set out in the GDST Academies Service Agreements	
Undertakes an annual appraisal with the Principal, and agrees targets	

## Risk Management

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
Risk management falls under the delegated responsibility of the ATB FARA Committee: The ATB FARA Committee provides oversight, assessment and review of the controls and procedures which management has put in place in order to gain assurance that the finances of the ATB and its academies are prudently and effectively managed, and, that financial and non-financial risks are identified and mitigated The ATB FARA reviews the Risk Register at each meeting The ATB receives the minutes of the ATB FARA	The GDST Head of Internal Audit undertakes annual risk-based internal audit reviews and reports back to the ATB FARA Committee on assurance work undertaken throughout the year (Including GDST's contracted internal audit partners). The scope and authority of internal audit work is set out in the GDST's Internal Audit Charter The GDST Head of Internal Audit provides an annual internal scrutiny report for submission to the ESFA The GDST Head of Internal Audit leads	Oversees risk management at a local level	Responsible for risk management at the academy, including the maintenance and regular review of the risk register, and for building a culture of risk management within the academy staff
Committee at each meeting and the Chair provides an update of business discussed The ATB receives an annual report from the Chair of the Committee	on matters of fraud, including providing anti-fraud training materials, supporting the academies with fraud investigations and liaising with the ESFA if fraud exceeds reportable thresholds		
The ATB reviews the Risk Register independently on an annual basis in line with the Academies Handbook	Best practice is shared with the academies on the maintenance of the Risk Register		
The ATB FARA Committee reviews the performance of the external auditor on an annual basis and makes a recommendation to the ATB			

## Welfare and Child Protection

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
Approves the safeguarding and child	Ensures all Trustees have	Receives and monitors	Responsible for safeguarding and child
protection policy and procedures on an	appropriate child protection checks	information in relation to	protection within the academy including
annual basis to ensure that appropriate	upon appointment	pastoral and safeguarding	the appointments of DSL and Deputy
action is taken in a timely manner to		matters on a termly basis,	DSL
safeguard and promote children's	Provides safeguarding and child	including reports of incidents	
welfare	protection guidance and model	and staff training	Responsible for ensuring that the
	policies in line with statutory and		safeguarding policies and procedures
Receives and monitors information in	non-statutory national guidance,	Appoints a member of the	are implemented at academy level
relation to pastoral and safeguarding	such as Keeping Children Safe in	LGB to act as Nominated	
matters at each meeting	Education	Safeguarding Governor	Responsible for the maintenance of good order and discipline by the pupils
	Carries out safeguarding audit visits	Undertakes safeguarding	including their suspension and/or
	to monitor compliance	training	exclusion within the framework approved by the LGB
	Provides training and termly support	Monitors, supports and	
	meetings across the GDST network	challenges the welfare and	Responsible for providing reports on
	for Designated Safeguarding Leads	child protection provision in the	welfare and child protection to the LGB
	and relevant staff, and provides	academy, including exclusions,	and to the ATB
	supervision for DSLs	serious disciplinary incidents,	
		and behaviour	Identifies any trends and patterns in
			welfare/pastoral and safeguarding
		Identifies any trends and	matters and refers these to the ATB (via
		patterns in welfare/pastoral	the LGB Chair
		and safeguarding matters and	
		refers these to the ATB (via the	
		LGB Chair)	

## **Buildings and Maintenance**

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
The GDST owns the freehold of the	Provides the academies with	Monitors planned and	Responsible for the maintenance of the
academy buildings and leases these to	professional support, challenge and advice relating to the management	approved capital works	academy and its facilities, with support from Trust Office
the Academy Trust	of the buildings and estates as set	Assists the Principal in	from trust Office
Reviews and approves capital project proposals	out in the GDST Academies Service Agreements	developing capital expenditure and large-scale maintenance works	Responsible for developing capital expenditure and large-scale maintenance works
	Responsible for monitoring compliance with statutory regulations relating to premises and accommodation		Review and report to the ATB and relevant committees on proposals for planned capital works, seeking approval

# Health and Safety

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
Receives annual health and safety reports from the GDST's Health and Safety advisers The ATB FARA Committee receives and reviews the Health and Safety assurance dashboard for each academy twice per year	<ul> <li>Provides advice from GDST's Health and Safety team on any health and safety issues arising at the Academies, including statutory compliance</li> <li>Provides regular visits from one of the GDST Health and Safety advisers</li> <li>Provides free participation for GDST Academy staff in H&amp;S training and e-learning modules, access to (and use of) various H&amp;S systems as set out in the GDST Academies Service Agreements</li> <li>The GDST Academies are included in the GDST programme of external Health and Safety audits and Fire Risk Assessments</li> <li>Reviews assurance dashboards at the GDST Health and Safety Committee on a termly basis</li> </ul>	Monitors, supports and challenges the health and safety performance at the academy	Accountable for health and safety performance within the academy Responsible for implementing the health and safety policies at the academy Ensure that staff receive sufficient training and instruction to meet statutory requirements Responsible for providing reports on health and safety matters to the LGB

# **Communications and Development**

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
Sets a clear vision, strategy and long-term objectives for the academies' communications and development plans	<ul> <li>Provides communications and development advice as set out in the GDST Academies Service Agreements, including: <ul> <li>Free participation in the GDST Alumnae Network for students and staff and access to GDST-wide events, activities and opportunities including scholarships and prizes, for students</li> <li>Media relations advice and support</li> <li>Marketing advice and support,</li> <li>Website, digital and social media advice and support (where not otherwise covered in the separate ICT services agreement)</li> </ul> </li> <li>Provides ICT Services to the academies, as set out in the GDST Academies ICT Services Agreement</li> </ul>	LGB Chair, in conjunction with the Principal, ensures that all LGB members have the information they require to be well informed about the academy LGB Chair, in conjunction with the Principal, is responsible for ensuring the views of the LGB are communicated to the ATB and Trust Office Ensures that the activities of the LGB are communicated to the school community LGB Chair feeds into each ATB meeting with any recent developments of LGB business	In conjunction with the LGB Chair, ensures that all LGB members have the information they require to be well informed about the academy In conjunction with the LGB Chair, is responsible for ensuring the views of the LGB are communicated to the ATB and Trust Office Ensures good communication of priorities to the school community Ensures that the minutes of the LGB are provided to the ATB and Trust Office as soon as reasonably practicable

## Policies

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
Review and approve on an annual basis the Safeguarding policy and Procedures	A number of policies are set and shared centrally by Trust Office	Ensures adherence to a regular review of academy policies	Responsible for the regular updating of academy policies and procedures and presents these to the LGB for approval
The ATB FARA Committee	Development of exemplar policies, procedures and guidance	Reviews and approves academy policies	where required
reviews and approves polices including the Whistleblowing Policy, Reserves Policy, Conflicts			Ensures that academy policies are adhered to and adopted into the academy culture
of Interest Policy, Procurement Policy, and Financial Delegations Policy			

# Inspection

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
Receives inspection reports Receives recommendations	Provides support to the academy during and after inspections	Understand the requirements of the inspection process and provide support to the	Responsible for ensuring that all academy staff and the LGB understand the requirements of the inspection
regarding proposed actions to address key issues where an		Principal	process
academy is found to be inadequate or requiring improvements		Responsible for engaging fully with the inspection process as required	Responsible for engaging with any outcomes of the inspection process and communicating the outcome to parents, carers and guardians, and academy staff

# Complaints

АТВ	Chief Executive Officer/Accounting Officer and Trust Office	LGB	Principal
Ensure that a suitable complaints	Put in place a suitable complaints policy	Responsible for monitoring	Responsible for responding to and
policy is in place	and procedure	complaints	dealing with complaints (in conjunction with support from Trust Office where
Receive, and where appropriate	Provide guidance and model	Responsible for managing and	required)
investigate, complaints about an	policies/procedures on complaints	hearing any appeals as part of	
LGB Chair	handling	the complaints process.	Update the LGB on complaints received.
Receive and pass on to the	Ensure any complaints received by Trust		
relevant executive any complaints	Office are directed to the appropriate		
from the Department of	person		
Education, the Education and Standards Funding Agency,	Provide Legal advice on education issues		
Ofsted, and similar bodies–	including parental complaints, allegations of		
accountable for ensuring	negligence, issues relating to duty of care		
investigation of any complaints,	(school trips, child protection, alleged		
chairing the appropriate hearing	bullying, medical issues etc.), exclusions,		
or appeal panel.	admissions and special educational needs		
	Provide access to external advice in		
	relation to specialist legal issues		
	(exclusions, admissions, employment		
	tribunals or special educational needs		
	tribunals) which may be procured from		
	third parties by the GDST and charged at		
	cost by prior agreement with the Academy.		