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Trust complaints procedure

Approved by	Trust board
Date reviewed	1 September 2026
Next review due	1 September 2027

1. Scope

This procedure covers complaints about Compliance Suite Test Trust (ENG-292) as a whole. Complaints about one of our schools should follow that school's procedure.

2. Stage 1: informal

Contact the trust office on 01632 960100 or at enquiries@cs-test-trust.example.

3. Stage 2: formal complaint

Write to Dr Miriam Ostrander, Chief Executive Officer and Accounting Officer. Complaints about the CEO go to the chair of trustees, Oliver Penhallow.

4. Stage 3: panel hearing

A panel of three people, at least one of whom is independent of the management and running of the trust, will hear the complaint.

Compliance Suite Test Trust (ENG-292)
Unit 4, Fictional Business Park
Ashmere
ZZ99 1TT
Telephone: 01632 960100
Email: enquiries@cs-test-trust.example

Trust UID 99001. Company number 99990001.

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