



Vanguard Learning Trust

Number of external complaints received, 2023-2024

As part of monitoring school-level complaints in line with the Trust's complaints policy ([click here](#)), a summary of the number of complaints is available on each school's website. Table 1 shows the combined number of external complaints received by all schools in the Trust during 2023-2024, broken down into primary and secondary phases.

In total there were 10 complaints, 9 of which were parental ones, and one was from an external visitor. As a percentage of the school population, this equates to 0.2%.

Table 1: Number of complaints by term for 2023-2024

Phase	Autumn 2023	Spring 2024	Summer 2024
Primary phase	3	3	0
Secondary phase	1	2	1