



## Vanguard Learning Trust

### Number of external complaints received, 2024-2025

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 2024-2025, broken down into primary and secondary phases.

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

**Table 1: Number of complaints by term for 2024-2025**

| Phase           | Autumn 2024 | Spring 2025 | Summer 2025 |
|-----------------|-------------|-------------|-------------|
| Primary phase   | 1           | 0           | 4           |
| Secondary phase | 0           | 0           | 5           |