



Vanguard Learning Trust

Number of complaints received, 2025-2026

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 2025-2026, broken down into primary and secondary phases.

In total there were 24 complaints, all of which were parental ones, with the exception of one from an external complainant. As a percentage of the school population, this equates to 0.48%.

Table 1: Number of complaints by term for 2025-2026

Phase	Autumn 2025	Spring 2026	Summer 2026
Primary phase	3	7	4
Secondary phase	5	0	5