



# COMPLAINTS POLICY

(To include Early Years Foundation Stage)



<b>Author</b>	Joe Masterson	Headmaster
<b>Approved by</b>	Joe Masterson	Headmaster
	Jo Storey	Group Lead Education, Compliance & Safeguarding
	John Forsyth	Chairman of the Forfar Education Group Governance Board for Harrogate Preparatory School Ltd, trading as Brackenfield School
<b>Next review</b>	March 2027	

## Purpose

This policy applies to all pupils in school, including Early Years Foundation Stage and out of school care and clubs. This policy takes account of the following documents and guidance: -

- The Education (Independent School Standards) Regulations 2014
- DfE Guidance - The Department for Children, Schools and Families Guidance
- OFSTED Guidance on Complaints
- Education and Skills Act 2008

This policy is to be read in conjunction with all other school policies. Please particularly cross refer to the following policies: -

- Admissions
- Anti-Bullying (including Cyber and Homophobic Bullying)
- Asthma
- Behaviour
- Safeguarding and Child Protection
- Children Learning English as an Additional Language
- SEND
- Staff Code of Conduct (Employment Manual – Latest Version)
- Curriculum
- Drugs Education and Alcohol
- Equal Opportunities
- First Aid & Administering Medicines
- Health & Safety
- PSHE
- Relationship and Sex Education

This policy will be reviewed annually and updated in addition, when regulatory updates are published.

This policy is available to all parents and guardians via the website.

## Introduction

At Brackenfield School, we believe that open, honest communication builds trust and helps us grow together as a school community. This policy explains how we manage complaints from parents and guardians of current pupils, including those in our Early Years Foundation Stage (EYFS), with the aim of resolving issues quickly, fairly, and with empathy. We see every concern as an opportunity to listen, reflect, and improve. Whether a parent raises a simple query or a more serious issue, our staff are committed to responding with care and professionalism. We aim to resolve concerns promptly and in a way that supports positive relationships and the wellbeing of our pupils. Complaints of any nature must be made to the Headmaster or in his absence any member of the Senior Leadership Team.

This policy document assumes the following principles:

- That a person making a complaint has a right to state his/her point of view.
- That the person against whom a complaint is made has a right to know immediately or as soon as possible thereafter, that a complaint has been made or that a concern has been expressed.

## Aims

1. To ensure openness regarding the procedures for dealing with any complaint.
2. To inspire the trust and confidence of parents and carers in the procedures adopted by the Headmaster and Senior Leadership Team.
3. To protect the rights and professional integrity of staff members and other employees of the

Any complaints received will be investigated according to the Independent School Standards Regulations by the Headmaster or a delegated member of the Senior Leadership Team appropriate to the nature of the complaint. A written record will be kept of all complaints, including details of at which stage the complaint is resolved and action taken by the school as a result of these complaints (regardless of whether they are upheld).

Correspondence, statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

## Retention

We retain EYFS complaint records for a minimum of three years.

All complaints are recorded and securely stored, including outcomes and actions taken. These records are retained for at least three years and are treated confidentially, unless legal disclosure is required.

We treat all concerns with respect. In rare cases, complaints that are repetitive, aggressive, or unreasonable may lead us to restrict contact methods, limit visits, or if necessary, seek police guidance. We will always try to resolve matters constructively before taking such steps.

## The Complaints Procedure

Brackenfield School prides itself on the quality of the teaching and pastoral care provided for its pupils. However, if parents do have a complaint they can expect it to be treated by the school in accordance with the following procedure. It should be noted that “working days” refers to school term-time weekdays, excluding holidays and weekends.

## Stage 1 – Initial Approach (Informal) Procedure

- Parents should have an opportunity for informal discussion of their concerns with an appropriate member of staff. This discussion should aim to clarify the nature of the parent's/carer's concern and assure them that the school wishes to hear about it. The discussion should also aim to clarify what kind of outcome the parent/carer is seeking
- If the member of staff contacted cannot deal with the matter immediately, he/she should make a firm arrangement to deal with it at a future date or refer the matter to the Headmaster or another appropriate member of staff. In either case a note of the name, date and contact details of the complainant should be taken. The first person contacted should check to make sure the referral has been successful. Parents will receive a response within 2 working days and resolved within 10 working days. If staff are unsure that the parent is making a formal complaint, the comments should be recorded on the school's management information system (iSams) and the Headmaster alerted to the issue
- The Headmaster will ensure that staff are provided with guidelines about when to refer a matter and who to
- If the concern relates to the Headmaster, the complaint should be made to the Chair of Governors at Forfar Education
- The staff member/Governors/ Headmaster dealing with the complaint should make sure that the complainant is clear about what will happen next (if anything). This should be put in writing if it seems the best way of making the next steps or outcome clear
- If no satisfactory solution has been found, the complainant should be informed about how they should proceed if they wish to take the complaint further. They should be informed of any advice and support that may be available to them
- Note - it is hoped that most complaints and concerns will be resolved quickly and informally
- If your concern relates to the Headmaster, you may raise it directly with them. If a satisfactory outcome is not reached, you may move to Stage 2.

## Stage 2 – Initial approach to the Headmaster, Governors or a member of the Senior Leadership Team (SLT) (Formal)

If a complaint cannot be resolved on an informal basis then the following procedure should be used. If the complaint involves the Head, it should be addressed to Jo Storey at Forfar Education: [js@forfareducation.co.uk](mailto:js@forfareducation.co.uk), following the same steps.

- Parents who wish to pursue a complaint at Stage 2 should be asked to put the complaint and their desired outcome in writing to the Headmaster /Governors / SLT member within 7 working days of the informal outcome. Please include key details, the nature of your concern, and the resolution you are seeking. The Headmaster, Governors or SLT member should acknowledge the complaint in writing within 5 working days of receipt giving a brief explanation of the complaint's procedures and a target date for providing a response.
- The Headmaster/Governors /SLT member may offer an opportunity for the complainant to meet him/her. The complainant should, if he/she wishes, be allowed to be accompanied by a friend or relative who can speak on his/her behalf. Interpreting facilities will be made available if required
- If necessary, the Headmaster/Governors /SLT member should interview any witnesses and take statements from those involved. If the complaint centres around a pupil, the pupil should also be interviewed, normally with the parent/carer present. In some circumstances this may not be possible or appropriate and a member of staff with whom the pupil feels comfortable should attend with him/her. If a member of staff is complained against, the needs of that person should be borne in mind. Advice may need to be sought from an outside school source
- The Headmaster/ Governors /SLT member should keep written records of meetings, telephone conversations and other documentation and whether complaints are resolved following a formal procedure or proceed to a panel hearing
- Once all the relevant facts have been established, the Headmaster, Governors or SLT member should either write to the complainant or arrange a meeting to discuss the matter
- This meeting should be followed up with a letter summarising the outcome of the meeting within 28 working days.
- EYFS – Additional requirements apply for EYFS settings and written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints must be made available to ISI on request

**Stage 3** – Formal Complaint to the Complaints Panel (if parents are still not satisfied with the decision the complaint should move to stage 3 of the Procedure)

Procedure upon receipt of a written request from the complainant for the complaint to proceed to Stage 3 the following procedure will be followed. A suitable clerk to the panel should be appointed and a complaints panel formed, comprising of at least 3 members and one of whom is independent of the management and running of the school who were not directly involved in the matters detailed in the complaint.

- New concerns cannot be raised at this stage.
- The clerk should write acknowledging receipt of the written request, informing the complainant that it will be heard by the panel as soon as possible but at least within 10 working days of receipt.
- The clerk should convene a meeting of the complaints panel at a time which is convenient for the complainant of the school, within 28 working days of the request.
- The clerk should ensure that the complainant, Headmaster and any other witnesses are given at least 5 working days' notice in writing, of the date, time, place of the hearing. A shorter timescale may be arranged if all parties are in full agreement. The letter of notification to the complainant should inform him/her of their right to be accompanied by another adult if they so wish. The Headmaster should ensure that interpretation facilities for the hearing are offered and made available if required. The letter should set out the procedure for the conduct of the hearing, and the complainant's right to submit further written evidence to the panel.
- The clerk should invite the Headmaster to submit a written report for the panel in response to the complaint. The panel may also invite any other members of staff directly involved in matters raised by the complainant to respond in writing and/or in person to the complaint. Any involvement of other staff should be at the discretion of the Headmaster.
- All relevant documents should be received by all parties (including the complainant) at least 5 days before the meeting of the panel. This provides adequate opportunity to read them prior to the start of the meeting.
- Personnel from an outside source may be invited to attend the meeting to advise the panel.
- One member of the panel should be elected to ensure that proper minutes of the meeting are taken.
- At the conclusion of the representations and questions the panel clerk should explain that the panel will consider the issues and write to both parties with their decision or judgement. The complainant will be informed of the outcome of a full investigation within 10 working days.
- The panel and any advisers in attendance should then withdraw to enable them to consider the evidence. This should include: a judgement about the validity of the complaint; appropriate action to be taken by the school and/or parent; and where appropriate, recommendations on changes to the school's systems or procedures to ensure similar problems do not arise in the future.

- The school should ensure that a copy of all correspondence and notes is kept confidentially on file in the school and kept for three years. The recorded complaint should be kept separate from the pupil’s personal records. All records are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 act requests access to them.
- A copy of the panel’s findings and recommendations will be provided to the complainant and where relevant the person complained about and will be available for inspection on the school premises.
- The complaints procedure applies to the parents of current pupils on role at the school.

**EYFS-Specific Complaints**

Complaints about EYFS provision will be addressed within 28 days. If concerns remain, parents may contact:

- **Ofsted:** enquiries@ofsted.gov.uk | 0300 123 4666
- **ISI:** complaints@isi.net | 020 7600 010

**There have been 0 complaints at stage 2 or above in the academic year 22-23**

**There have been 0 complaints at stage 2 or above in the academic year 23-24**

**There have been 0 complaints at stage 2 or above in the academic year 24-25**

Brackenfield ensures that correspondence, statements and records relating to individual complaints are kept confidentially except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

**Details of how to contact Independent Schools Inspectorate are:**

Independent Schools Inspectorate  
 Ground Floor CAP House  
 9-12 Long Lane  
 London EC1A 9HA  
 Tel: 020 7600 0100

Name of policy	Policy reviewed/amended date
Complaints policy	September 2021 (V2) September 2022 (V3) February 2023(V4) wording review September 2023(V5) September 2024 (V6) August 2025 (V7)

	March 2026 (V8) minor amendment
<b>Original policy date</b> October 2020	<b>Current version</b> <b>V8</b>
<b>Date of new review</b> March 2027	