BRACKENMOOR SCHOOL

Complaints Procedure

For parents of current pupils, including boarders and Little Brackenmoor Nursery

Owner: Bursar **Approved by:** Board of Governors **Last reviewed:** September 2026 **Next review:** September 2027

1. Purpose

We want to hear when something has gone wrong so that we can put it right. This procedure explains how parents can raise a concern or make a complaint, and what will happen next.

2. Stage 1: Informal

Most concerns are best resolved quickly by talking to the right person, usually your child's form tutor or the relevant Head of Section. We aim to respond within five school days.

3. Stage 2: Formal complaint

If the matter is not resolved, put your complaint in writing to the Head. The Head, or a senior member of staff they appoint, will investigate and reply in writing within 15 school days.

4. Stage 3: Panel hearing

If you remain unhappy, you may ask the Chair of Governors for a hearing before a complaints panel. The panel has at least three members, one of whom is independent of the running of the school. The panel's decision is sent in writing within ten school days of the hearing.

5. Records and confidentiality

A written record is kept of all formal complaints, including the outcome and any action taken. Records are kept confidentially, except where the law requires us to share them. In the last school year, the school received three formal complaints.

6. Early Years

Parents of children in the Nursery and Reception may also contact Ofsted if they believe the school is not meeting the Early Years Foundation Stage requirements.

7. Related policies

Behaviour Policy · Safeguarding and Child Protection Policy · Anti-Bullying Policy