Complaints Policy

Prepared By	Chris James-Roll Head Teacher
Approved by the Proprietor	Keith Boulter
Date Approved	September 2025
To Be Reviewed	September 2026

Complaints Policy

Introduction

Broadlands Hall School prides itself on the quality of the teaching and pastoral care provided to its young people. If parents, carers or other professionals do have a complaint, they can expect it to be treated by the school in accordance with this procedure.

Stage 1 – Informal resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents, carers or other professionals have a complaint they should normally contact the young person's Lead Teacher. In many cases, the matter will be resolved straightaway by this means to the satisfaction of those concerned. If the Lead Teacher cannot resolve the matter alone, it may be necessary to consult the Head Teacher or the Proprietor, Keith Boulter.
- Complaints made directly to the Head Teacher will usually be referred to the relevant Lead Teacher unless the Head Teacher deems it appropriate for him to deal with the matter personally. If the complaint is about the Head Teacher, it should be referred to the Proprietor.
- Written records will be kept of all complaints that, reach the formal stage (Stage 2).

Stage 2 – Formal Resolution

- If the complaint cannot be resolved in an informal basis, then the complaint should be detailed in writing. The Head Teacher will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, The Headteacher will meet or speak to the complainant normally within 3 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for The Headteacher to carry out further investigations.
- The Head Teacher will keep written records of all meetings and interviews held in relation to the complaint including any actions taken.
- Once the Head Teacher is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and complainant will be informed of this decision in writing. The Head Teacher will also give reasons for his decision.
- If the complainant is still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 – Panel Hearing

- If the complainant seeks to invoke Stage 3 following a failure to reach an earlier resolution, they will be referred to the Chair of the Advisory Council, Mrs Verity White, who has been appointed by the Proprietor to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the panel members shall be appointed by the Proprietor. The chair, on behalf of the panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 20 days.
- If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 5 days prior to the hearing.
- The complainant may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

- If possible, the panel will resolve the complaint immediately without the need for further investigation.
- Where further investigation is required, the panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the panel will reach a decision and may make recommendations, which it shall complete within twenty-eight days of the hearing. The panel will inform the complainant of its decision by a pre-agreed method of communication the reasons for it and any actions taken. The decision of the panel will be final. The panel's findings and, if any, recommendations will be sent in writing to the complainant, the Head Teacher, the Proprietor and, where relevant, the person complained of. A copy will also be held on file in the school office.
- We will always endeavour to resolve a complaint to the complainant's satisfaction or with another appropriate outcome which balances the rights and duties of young people, without unreasonable delay.
- Young people will never be penalised for making a complaint in good faith.

The complainant can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records 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.

Broadlands Hall School considers formal complaints to be those which have reached Stage 2 of the complaint's procedure.

It should be noted that, if still unsatisfied, the complainant may wish to speak directly to OFSTED who can be contacted at:

OFSTED, Piccadilly Gate, Store Street, Manchester M1 2WD
Tel: 0300 123 1231

Complaints record	
Year	**Details**
2014/15	The school did not receive any complaints from any persons including carers, parents and social workers during the year.
2015/16	The school did not receive any complaints from any persons including carers, parents and social workers during the year.
2016/17	The school did not receive any complaints from any persons including carers, parents and social workers during the year.
2017/18	The school did not receive any complaints from any persons including carers, parents and social workers during the year.
2018/19	The school did not receive any complaints from any persons including carers, parents and social workers during the year.
Confirmed by the Headteacher – Mrs Hazel J Simmons.	
2019/20	The school did not receive any complaints from any persons including carers, parents and social workers during the year.
2020/21	The school received one complaint in May 2020. This complaint was resolved at Stage 2 of the Complaints Policy.
Confirmed by the Headteacher – Mr Shane Rowe.	
2021/22	The school did not receive any complaints from any persons including carers, parents and social workers during the year.
2022/23	The school did not receive any complaints from any persons including carers, parents and social workers during the year.
Confirmed by the Headteacher – Mr Ahmed	
2024/2025	The school received one complaint in October 2024. This complaint was resolved at Stage 1 of the Complaints Policy
2024 -2025 Confirmed by the Headteacher – Mr James-Roll	