

# Park School and Nursery Complaints Policy

At Park 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.

## The Complaints Process

### Stage 1 – Informal Resolution

Most concerns can be addressed by speaking to your child's teacher or form tutor. If the matter needs further attention, it may be passed to a senior staff member or the Head. We aim to acknowledge concerns within 2 working days and to resolve them within 10 working days. It should be noted "Working days" means school term-time weekdays, excluding holidays and weekends.

If your concern relates to the Head, you may raise it directly with them. If a satisfactory outcome is not reached, you may move to Stage 2.

### Stage 2 – Formal Resolution

If the issue remains unresolved, a formal written complaint should be submitted to the Head within 7 working days of the informal outcome. Please include key details, the nature of your concern, and the resolution you are seeking. We will acknowledge receipt within 5 working days. An investigation will be carried out either by a senior staff member or the Head who may invite you to a meeting. A full response will follow within 28 working days.

If the complaint involves the Head, it should be addressed to Jo Storey-Forfar Education: [js@forfareducation.co.uk](mailto:js@forfareducation.co.uk), following the same steps.

### Stage 3 – Complaints Panel

If you remain dissatisfied, you may request a panel hearing via Jo Storey- Forfar Education. A panel of three people (including one independent member) will review the process followed in Stage 2. New concerns cannot be raised at this stage. You can also be accompanied, if you wish. The panel will meet within 28 working days of the request. Their final decision, with any recommendations, will be shared in writing within 10 working days.

### EYFS-Specific Complaints

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

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

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

Reviewed: Michaelmas 2025

Next Review: Michaelmas

2026

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.

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

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

Person(s) responsible for review and role: Nadia Ward

Group Lead Education, Compliance & Safeguarding: Jo Storey

Headteacher: Nadia Ward

For the academic year [2024-2025] Park School dealt with 2 complaints at Stage 2 or above.