Brabyns Nursery School

Complaints Procedure

Reviewed August 2026
Next Review August 2027

Guidance

The complaints procedure at Brabyns Nursery School has three stages. Written complaints about the fulfilment of the EYFS requirements are investigated and the complainant notified of the outcome of the investigation within 28 days. The DfE does not distinguish between a 'concern' and a 'complaint'. Any matter about which a parent of a pupil is unhappy and seeks action by the school is considered as a complaint and will be addressed in accordance with this policy. In this respect, it is anticipated that the large majority of complaints will be resolved at the informal stage. The Complaints Procedure is for parents of current pupils unless the complaint was initially raised when the pupil was still registered.

The school will keep records of complaints which are resolved at the informal stage for management purposes, for example to enable patterns or trends to be monitored. A formal written and/or electronic record is kept of complaints made to the school which reach the formal stage. Details will be recorded of;

- whether the complaint was resolved following the formal stage or proceeded to a panel hearing;
- action taken by the school as a result of the complaint, (regardless of whether the complaint was upheld).

Records are kept for at least three years**.** The school will provide ISI and Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

Stage 1 - Informal complaint (Resolution normally within 5 working days)

All complaints may be made on an informal basis initially; verbally or in writing. Sections A-F deal with any informal complaints. In many instances issues will be dealt with straight away. Where further information is required every effort will be made to make an initial response within 24 hours of the issue being raised.

A Complaints by parents about a member of staff

a. Direct discussion with parents and Nursery Manager
b. Direct discussion with member of staff followed by conversation between member of staff and parents and aggrieved parties
c. Action on points raised agreed
d. Review situation

B Complaints by parents about another child.

a. Room Leader involved immediately.
b. If necessary, Room Leader to observe in the playground.
c. All staff are informed at staff meetings for room awareness.
d. "Complaining" parents telephoned; procedures explained; offered opportunity to talk further and asked to telephone immediately with any further/future concerns.
e. Conflict noted on children's profiles and SLT ensure where possible that room leaders mitigates conflicts.
f. In instances of bullying the procedure is outlined in our anti-bullying policy
g. Where necessary steps will be taken in accordance in the school Behaviour and Exclusions Policy

C Complaints by a child about a child.

a. All parties are separately seen by staff, as a fact collecting exercise.
b. Staff are informed in staff meetings.
c. Parents are informed
d. In instances of bullying the procedure is outlined in our anti-bullying policy
e. Where necessary, steps will be taken in accordance with the school Behaviour and Exclusions

D Complaint by a member of staff about a colleague. Will replicate the structure of the Grievance Process in the Employment Manual.

1
Note: Informal complaints concerning EYFS statutory requirements are treated with particular priority to ensure the setting meets Welfare Requirements, including safeguarding, staffing ratios, and learning provision.

Stage 2 - Formal Complaint (Resolution normally within 10 working days)
Where the complainant is not satisfied with the response of the school, through the procedures outlined above, they may register a formal complaint. This should be done in writing to the manager or executive head, including,
- The nature of the complaint
- The reasons for their dissatisfaction with the school's response
- any evidence or commentary that supports their complaint

The date of the receipt of the letter will be taken as the start of this stage of the process.

Stage 2 Internal
The executive head/ manager will meet with the complainant as soon as is practical, to discuss the matter and, if possible, to reach a resolution at this stage. Where a complaint is received during a school holiday, it will be deemed to have reached the school on the first full school day following its arrival. It may be necessary to carry out further investigations. The executive head / manager will keep written records of all complaints, and of meetings held in relation to them.

Once the executive head/ manager is satisfied that all the relevant facts have been established. The executive head/ manager will ensure EYFS-specific requirements (safeguarding, learning, assessment) are reviewed. A response to the complaint will be made and the complainant will be informed in writing, within ten working days.

The response will always
- give a judgement whether and to what extent, if at all, the complaint is justified, and reasons the response including reference to any evidence or material considered particularly relevant
- any actions which the school intends to take or a decision, including where a complaint is not upheld A complainant who is not satisfied should proceed to the next stage.

Stage 2 External
In the event the complaint is against the executive head/ manager the formal stage will be dealt with by an investigator of appropriate seniority and expertise who is not an employee of the school. In such an instance the complaint can be submitted to the executive head/ manager for forwarding, or addressed directly to Bellevue Head Office at the address provided on the school's website. The investigator will meet with the complainant as soon as is practical, to discuss the matter and, if possible, to reach a resolution at this stage. Where a complaint is received during a school holiday, it will be deemed to have reached the school on the first full school day following its arrival. It may be necessary to carry out further investigations. The investigator will keep written records of all complaints, and of meetings held in relation to them.

Once the investigator is satisfied that all the relevant facts have been established, a response to the complaint will be made and the complainant will be informed in writing, within ten working days.

The response will always

- For the complaint, including any separate or specific element, give a judgement whether and to what extent, if at all, the complaint is justified, and reasons for the response including reference to any evidence or material considered particularly relevant
- any recommendations or directions to the school, including where a complaint is not upheld A complainant who is not satisfied should proceed to the next stage.

EYFS compliance: For complaints regarding EYFS provision, the response will include confirmation of whether the complaint relates to failure to meet EYFS statutory requirements and what actions have been or will be taken to comply.

Stage 3 - Independent Resolution - Panel Hearing (Resolution normally within 15 working days) If Stage 2 has not resolved a complaint satisfactorily, the complainant should write within five school days to the executive head/ manager, requesting a hearing before the complaints panel, who will acknowledge the letter of complaint. The date of the receipt of the letter will be taken as the start of this stage of the process.

At this point the school will liaise with Bellevue Head Office to

2

a) Convene a panel of one of the governance team representing the proprietors, a member of the SLT not involved in the matters detailed in the complaint (this may include members of SLT from other Bellevue schools), and either one or two panel members who are independent of the management and running of the school. It is possible that there may be a delay in recruiting a panel and agreeing a mutually convenient date for the hearing. In this case, the timescale may need to be altered. If the school has made a reasonable attempt to find a date for a hearing and parents have been unable to agree, or do not co-operate, ISI advises that the panel hearing should go ahead anyway.
b) Send a letter to the parents, providing contact details of the Chair of the panel, inviting the complainant to attend the panel hearing, along with someone to accompany them if they wish.
c) Provide that the panel is able to make findings and recommendations; and ensure that minutes and recommended actions of the panel are kept for three years.
d) Ensure that a copy of the panel's findings and recommendations is –
(i) provided to the complainant and, where relevant, the person complained about; and
(ii) available for inspection on the school premises by the proprietor and the head teacher; e) Ensure all correspondence, statements and records relating to individual complaints are kept confidential – unless the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them
f) Maintain a record of any actions taken by the school as a result of the findings of the panel. g) Seek to complete this stage of the procedure within 15 working days.

Parents of EYFS children can, if they wish, complain to Ofsted or ISI if they believe the school is not fulfilling the requirements of the EYFS framework. The record of complaints will be made available to Ofsted on request. Contact details are found below **in Appendix 2.**

3

Appendix 1

Number of complaints registered under the formal procedure during the year 2025-2026. Schools are required to publish the number of complaints registered under the formal procedure during the preceding school year.

The number of complaints dealt with at this stage in 2025-2026 was 1.

Appendix 2

Escalation to Ofsted or ISI (EYFS-specific complaints)

Parents of **EYFS children** may complain directly to Ofsted or ISI if they believe the setting is **not meeting EYFS statutory requirements**.

Contact details

ISI
Independent Schools Inspectorate
CAP House
9 - 12 Long Lane
London
EC1A 9HA
Telephone 020 7600 0100
Fax 020 7776 8849
info@isi.net

OFSTED
By email
enquiries@ofsted.gov.uk
By telephone
The following helplines are open from 8.00am to 6.00pm, Monday to Friday:
general helpline **0300 123 1231**
By post
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Links to other policies - Anti-Bullying, Behaviour, Appraisal, Safeguarding

All complaints records are available to Ofsted on request, including EYFS-specific

Signed: M.Hill
Date:Sep 26