



Policy Title: Complaints Procedure - Parents	Reviewed: June 2026
School Section: Brontë House	Reviewer: Sarah Chatterton
Audience: Parents	Revision: 1.5

COMPLAINTS PROCEDURE (Parents)

INTRODUCTION

Brontë House School (the junior school of Woodhouse Grove School) has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents of pupils at Brontë House School do have a complaint, they can expect it to be treated by the School in accordance with this Procedure. This procedure applies to parents of pupils in the EYFS and Key Stages 1 and 2.

STAGE 1 – INFORMAL RESOLUTION

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint, they should normally contact the Head of Brontë House. In many cases, the matter will be resolved straightaway by this means, to the parents' satisfaction.
- Should the matter not be resolved within 5 days or in the event that the Head of Brontë House and the parent fail to reach a satisfactory resolution informally, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

STAGE 2 – FORMAL RESOLUTION

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of Brontë House. The Head of Brontë House will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head of Brontë House will meet/speak to the parents concerned, normally within 5 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for further investigations to be carried out. The Head will determine who should carry out these investigations and it may be someone external to the school.
- Where the complaint concerns the processing of personal data or the exercise of data protection rights, the Head may refer the matter to the School's Data Protection Officer (Ross Elliot) for investigation and response.
- The Head of Brontë House will keep written records of all meetings and interviews held in relation to the formal complaint.
- Once the Head of Brontë House is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Head of Brontë House will also give reasons for the decision.



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- If parents are not satisfied with the outcome they can ask for the Headmaster of Woodhouse Grove to review the complaint within 5 working days of having received written confirmation of the decision from the Head of Brontë House.
- If parents are still not satisfied with the decision they should proceed to Stage 3 of this Procedure within 10 working days.

STAGE 3 – PANEL HEARING

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of the Complaints Panel, who has been appointed by the Governors 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 Board of Governors on behalf of the Panel. The Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 21 working days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any relating 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 parents 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 parents' 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 the facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 5 working days of the Hearing. The Panel's findings and recommendations will be sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. The panel's findings and recommendations will then be made available for inspection on the school premises by the governors, Head of Brontë House and Headmaster of Woodhouse Grove.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. A written record will be kept on file of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing. The written record will also record the action taken by the school as a result of these complaints (regardless of whether they are upheld).

Correspondence, statements and records will be kept confidential except in so far as is required of the school by the Education (Independent Schools Standards) Regulations 2014 (Part 7, paragraph 33 k); where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.



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Where a complaint relates to the School's handling of personal data, privacy rights, subject access requests, or compliance with data protection legislation, the complaint may be referred to the School's Data Protection Officer (Ross Elliot, DPO).

The School will acknowledge receipt of a data protection complaint within 30 calendar days and will keep the complainant informed of the progress of any investigation and the outcome.

The School will investigate such complaints in accordance with its obligations under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

If, following the School's response, the complainant remains dissatisfied with the handling of their personal data or privacy rights, they may refer the matter to the Information Commissioner's Office (ICO).

Parents can request the number of complaints registered under the formal procedure during the preceding school year.

CONCERNS/COMPLAINTS ABOUT LEADERSHIP AND MANAGEMENT

If a parent has a concern about the Head of Brontë House, this will constitute a complaint and should be made directly to the Headmaster of Woodhouse Grove.

If a parent has a concern about the Headmaster of Woodhouse Grove, this will constitute a complaint and should be made directly to the Governing Body: governors@woodhousegrove.co.uk

If a parent has a concern about a member of the Governing Body, this will constitute a complaint and should be made directly to the Headmaster who will then report it to the Chair of Governors.

If a parent has a concern about the Chair of Governors, this will constitute a complaint and should be made directly to the Headmaster who will then report it to the Chief Executive Officer of the Methodist Independent Schools Trust.

Written complaints relating to the requirements under the statutory framework for the EYFS: Brontë House School will provide Ofsted and ISI, 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. Complaints regarding the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days.

Should parents believe that the requirements of the Early Years Foundation Stage are not being met, they may contact Ofsted and/or the Independent Schools Inspectorate, using the contact details below:

Complaints to OFSTED regarding EYFS Service Providers

Early Years / Foundation Stage parents may contact Ofsted at: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. General helpline 0300 123 1231; textphone no. 0161 618 8524 or by email: enquiries@ofsted.gov.uk



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Complaints to ISI regarding EYFS Service Providers

Similarly, Early Years / Foundation Stage parents may contact ISI on 020 7600 0100 or by email: concerns@isi.net or by post: Independent Schools Inspectorate, CAP House, 9-12 Long Lane, London EC1A 9HA.