



Complaints Procedures Policy

Aspiration and Inspire House School

Last updated: 23 August 2026 | Last reviewed: 23/08/2026

Headteacher | Education Director

Policy note

This policy is based on Part 7 of the Independent School Standards, as set out in the Education (Independent School Standards) Regulations 2014, and the DfE's updated April 2026 non-statutory guidance, Independent school standards guidance. Independent schools must have a written complaints procedure which is made available to parents and includes three stages: informal resolution, a formal complaint stage, and a hearing before a panel, which must include at least one member who is independent of the management and running of the school.

Statement of intent

1. **Legal framework**
2. **Definitions**
3. [Eligibility to make a complaint](#)
4. [Timescales](#)
5. [Informal raising of a concern](#)
6. [Formal complaint](#)
7. [Panel hearing](#)
8. [Recording complaints](#)
9. [Monitoring and review](#)
10. **Annex A: Summary of updates made to this policy**

Statement of intent

Aspiration and Inspire House School aims to resolve all complaints at the earliest possible stage and is dedicated to ensuring all complaints are managed sympathetically and efficiently.

Any complaint or concern will be taken seriously, whether formally or informally, and the appropriate procedures will be implemented. This policy has been created to deal with any complaint against a member of staff, or the school as a whole, relating to any aspect of the school or the provision of facilities or services.

The school will ensure the complaints procedure is:

- Easily accessible, publicised on the school's website and made available to parents on request.
- Simple to understand and put into practice.
- Impartial and fair to all parties involved.
- Respectful of confidentiality duties.
- Continuously under improvement, using information gathered during the procedure.
- Fairly investigated, by an independent person when necessary.
- Used to address all issues to provide appropriate and effective responses where necessary.

Legal framework

This policy has due regard to legislation including, but not limited to, the following:

- Education and Skills Act 2008
- The Education (Independent School Standards) Regulations 2014
- Equality Act 2010
- The UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Freedom of Information Act 2000

This policy also has due regard to related guidance including, but not limited to, the following:

- DfE (April 2026) 'Independent school standards guidance'
- GOV.UK 'Complain about a school: private schools' guidance

This policy will be implemented in accordance with the following school policies:

- Records Management Policy
- Grievance Policy

Definitions

For the purpose of this policy:

- A **"complaint"** can be defined as 'an expression of dissatisfaction' towards the actions taken or a perceived lack of action taken.
- A **"concern"** can be defined as 'an expression of worry or doubt' where reassurance is required; concerns will be classed and addressed as complaints.
- **"Complainants" are those who have raised a concern or a complaint.**
- A **"grievance"** is an issue raised by a member of staff where they feel the school has not implemented a policy or process fairly or properly. Grievances will be dealt with in line with the school's Grievance Policy.
- **"Days" relate to school days.**

Eligibility to make a complaint

Parents and carers of pupils currently being educated at the school are able to make a complaint in line with this policy. The policy is also available to parents of prospective pupils and to parents of former pupils where the complaint was raised while the pupil was registered at, or being educated by, the school.

All complaints will be treated seriously and confidentially. Parents will be assured that their children will not be penalised if they raise a complaint.

This policy does not cover complaints made by the following:

- Parents/carers of pupils who have left voluntarily or as a result of being excluded, unless the complaints process was started when the pupil was still being educated at the school.
- Pupils
- Prospective pupils and their parents/carers, and the failure to admit such pupils
- Complaints relating to safeguarding concerns, staff grievances, admissions appeals, exclusions, whistleblowing, or matters where another statutory procedure applies; these will be managed under the relevant school policy or statutory process.

Timescales

Complaints are expected to be made as soon as possible after an issue arises to ensure the issue is addressed in an appropriate timescale.

The school upholds a three-month time limit in which a complaint can be lodged following an incident. Complaints made outside this time limit will not be automatically refused and exceptions will be considered.

Timescales for managing complaints at specific stages are outlined in the relevant sections of this policy. In the case of any timescales changing, all parties involved will be informed of the changes in a timely manner.

Informal raising of a concern

The school will endeavour to resolve most concerns informally.

Concerns will be raised initially as follows:

Type of concern	Individual to whom a concern should be raised
Educational issues	The relevant teacher – the concern will be passed to a more senior member of staff if appropriate.
Behavioural issues	The staff member who imposed the behaviour sanction
Financial matters	The headteacher
Other concerns	The headteacher
Concerns regarding the headteacher	Education Director
Concerns regarding the Education Director	Board of Directors/Proprietor

A complaint may be made in person, by telephone or in writing. A written record will be kept of all concerns and the date on which they were received. A concern provided in writing will be acknowledged by telephone or in writing within two days of receipt during term time and as soon as practicable during school holidays.

If the concern is not resolved within five days or, in the event that the complainant is not satisfied with the response to their concern, the complainant will be advised to proceed in accordance with the '[Formal complaint](#)' stage of this procedure.

Formal complaint

The complainant should submit their complaint in writing to the headteacher. The complaint will be acknowledged by telephone or in writing within two days of receipt during term time and as soon as practicable during school holidays, indicating that action is being taken and the likely timescales.

The headteacher will meet with the complainant within five days of acknowledging receipt of the complaint to discuss the matter. If the complaint is about the headteacher, the discussion will take place with the Education Director.

During the meeting, the headteacher will attempt to reach a resolution; however, it may be necessary for further investigations to be carried out by the headteacher or another designated member of staff. If the complaint is about the headteacher, the Education Director will arrange any necessary investigations.

Also, if the complaint is about the Education Director, the Proprietor/other board director will arrange any necessary investigations.

Written records will be kept of all meetings and other communications held in relation to the complaint.

Once all facts are established, the headteacher will inform the complainant of their decision and their reasoning in writing.

If the complaint is about the headteacher, the education director will inform the complainant of their decision and their reasoning in writing.

The complainant will be informed of the decision within 10 days of the receipt of the complaint. Where exceptional circumstances result in a delay, the complainant will be notified and informed of the new timescales as soon as possible.

If the complainant is not satisfied with the outcome suggested, they will be advised to proceed to the '[Panel hearing](#)' stage of this procedure.

Panel hearing

Where a complaint cannot be resolved, a hearing before a panel appointed by or on behalf of the school's proprietor will be arranged.

The panel will consist of at least three people who were not directly involved in the matters detailed in the complaint. One panel member will be independent of the management and running of the school – this means they are not a member of the school's workforce or proprietor body and are not otherwise involved in the management of the school, e.g. a solicitor who regularly acts for the school.

A hearing will be scheduled to take place as soon as practicable and normally within 10 days. Reasonable arrangements will be made to ensure the complainant can attend the panel hearing. If the complainant does not exercise the right to attend the panel hearing, the hearing will still be held.

The complainant will be informed that they are able to be accompanied at the hearing if they wish; however, legal representation will not normally be appropriate.

The right for a parent to be accompanied at a panel hearing does not confer a right on a parent to have a legal representative make representations on their behalf at a hearing, but the school will decide whether to allow this on a case-by-case basis.

If the panel deems it necessary, it may require that further details of the complaint or any related matters be supplied in advance of the hearing. Copies of such information will be supplied to all parties no later than five days prior to the hearing.

After considering all of the relevant facts, the panel will make findings and recommendations. The decision, findings and recommendations will be provided to the complainant in writing within five days of the hearing. A copy of the decision, findings and recommendations will be sent to, where relevant, the person complained about, the headteacher and the chair of the proprietorial body.

The decision of the panel will be final and represents the conclusion of the school's complaints procedure.

Suppose it is found that the school has not met its requirements in relation to managing complaints because of the way a particular complaint has been handled. In that case, the Secretary of State has no power to compel the school to alter its decision on that complaint, only to take regulatory action designed to address the failure to meet the complaints standard, so that future complaints are dealt with appropriately.

Recording complaints

A written record will be kept of all formal complaints, including whether they are resolved at the formal stage or proceed to a panel hearing, and of all action taken by the school as a result of those complaints, regardless of whether they are upheld.

- Whether the complaint was resolved at the formal stage or proceeded to a panel hearing.
- Actions taken by the school as a result of the complaint (regardless of whether the complaint was upheld).

Additional records may be kept containing the following information:

- The date the issue was raised

- The name of the complainant and, where relevant, their child
- A description of the issue
- Records of all the investigations
- Witness statements
- The name of the staff member responsible for handling the issue at each stage
- Copies of correspondence on the issue

Correspondence, statements and records relating to individual complaints will be kept confidential except where disclosure is required by law, requested by the Secretary of State, or requested by a body conducting an inspection under section 109 of the Education and Skills Act 2008. Records will be retained and processed in accordance with the UK GDPR, the Data Protection Act 2018 and the school's Records Management Policy.

Monitoring and review

This policy will be reviewed annually and sooner where legislation, statutory guidance, DfE guidance or inspection expectations change. The next scheduled review date of this policy is 23/08/2027.

All changes made to this policy will be communicated with all relevant stakeholders.

Annex A: Summary of updates made to this policy

Area updated	Update made	Reason for update
Legal and guidance references	Updated references from the 2019 DfE guidance to the April 2026 DfE Independent School Standards guidance and retained the Education (Independent School Standards) Regulations 2014.	To reflect the current DfE guidance used by inspectors and proprietors when considering compliance with the Independent School Standards.
Availability of the complaints procedure	Clarified that the complaints procedure must be publicised on the school website and made available to parents on request.	To align with Part 6 and Part 7 expectations on provision of information and handling complaints.
Eligibility and scope	Clarified how the procedure applies to current parents, prospective parents and former parents where a complaint began while the pupil was registered or educated at the school.	To make the scope clearer and reduce uncertainty about who may use the procedure.
Excluded matters	Added examples of matters that should be managed under other relevant policies or statutory processes, including safeguarding, staff grievances, admissions, exclusions and whistleblowing.	To ensure complaints are directed to the correct procedure and to support effective triage.

Area updated	Update made	Reason for update
Complaint records	Clarified that written records must be kept for formal complaints, including whether they are resolved formally or proceed to a panel, and the action taken regardless of outcome.	To reflect the complaints record requirements in the Independent School Standards.
Confidentiality and data protection	Updated confidentiality wording to include lawful disclosure, regulatory inspection requests and retention in line with UK GDPR, Data Protection Act 2018 and the Records Management Policy.	To strengthen compliance with data protection and inspection expectations.
Review arrangements	Updated the review wording and next scheduled review date to 23/08/2027.	To ensure the policy is reviewed annually and sooner if legislation, guidance or inspection expectations change.