

Complaints Policy

This policy was approved by the Headteacher Andrew Dean on 02/09/2025 and is effective immediately.

The report is reviewed annually.

Review Date: 01/09/2026

Introduction

Balance AP is committed to providing a high-quality education and maintaining a strong relationship with parents, pupils, and the wider school community. We take all concerns and complaints seriously and strive to resolve them in a fair and timely manner.

This policy complies with Part 7 of The Education (Independent School Standards) Regulations 2014 and ensures a clear, transparent process for handling complaints.

Scope of the Policy

This policy applies to complaints made by:

- Parents of current pupils
- Parents of prospective pupils
- Any other stakeholders directly affected by the school's operations

It does not cover:

- Complaints from staff (handled through grievance procedures)
- Complaints about exclusions (covered by school exclusion policy)
- Safeguarding concerns (handled under the school's safeguarding policy)

Complaints Procedure

Stage 1 – Informal Resolution

1. Concerns should be raised with the relevant teacher or staff member as soon as possible.
2. If unresolved, parents should contact a senior staff member or the headteacher.
3. Most complaints are resolved informally within 5 school days.

Stage 2 – Formal Complaint

1. If the issue remains unresolved, a formal complaint should be submitted in writing to the headteacher.
2. The school will acknowledge receipt within 5 school days.
3. A senior staff member or the headteacher will investigate the matter.
4. A written response will be provided within 10 school days of acknowledgment.
5. If the complaint is about the headteacher, it should be addressed to the proprietor.

Stage 3 – Panel Hearing (Final Stage)

1. If the complainant is dissatisfied, they may request a complaints panel hearing.
2. The panel will consist of at least three people, including one independent person with no connection to the school.
3. The hearing will take place within 15 school days of the request.
4. The complainant may attend and be accompanied by a representative.
5. The panel will provide a written decision within 5 school days of the hearing.

Record-Keeping & Confidentiality

- A written record of complaints will be maintained, indicating whether they were resolved at Stage 1, 2, or 3.
- Records will be kept confidentially, except where requested by Ofsted or other regulatory authorities.
- Any recommendations made by the panel will be shared with relevant parties.

Availability of the Policy

- This policy is available on the school website and on request directly from the school.

Monitoring & Review

This policy will be reviewed annually by the Headteacher and Proprietor to ensure compliance with regulatory requirements.

- Complaints and any actions taken will be documented and stored securely for inspection by the Headteacher and the Proprietor in accordance with the GDPR policy.
- Correspondence and records related to complaints will remain confidential, except where required by law.

Commitment to Improvement:

We view complaints positively as an opportunity to improve the quality of the education and support we provide. We are committed to resolving complaints fairly, efficiently, and confidentially. For more details on confidentiality or to discuss a complaint, please contact the Headteacher.