

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 Louise Krier – 07345 601263, LK@forfaeducation.co.uk, following the same steps.

Stage 3 – Complaints Panel

If you remain dissatisfied, you may request a panel hearing via Louise Krier- 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.

Data Protection Complaints

Where a complaint concerns the School's processing of personal data, including the collection, use, storage, disclosure, retention, security or accuracy of personal information, the School will treat the matter as a data protection complaint and investigate it in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

Individuals may raise a data protection complaint using the School's normal complaints procedure or by contacting the School's Data Protection Lead.

The School will:

- acknowledge receipt of the complaint without undue delay;
- investigate the complaint appropriately and proportionately;
- keep records of the complaint, investigation, outcome and any remedial action taken;
- inform the complainant of the outcome and any actions taken by the School; and
- advise the complainant of their right to raise concerns with the Information Commissioner's Office (ICO) if they remain dissatisfied.

Personal information supplied as part of a complaint will be processed only for the purposes of investigating, responding to and resolving the complaint and will be handled in accordance with the School's Privacy Notice and records retention procedures.

If a complainant remains dissatisfied following the conclusion of the School's complaints process, they may contact the Information Commissioner's Office:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

EYFS-Specific Complaints

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

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

A written record is kept of all formal complaints, whether resolved at the formal stage, panel stage or withdrawn. Records include the action taken by the School as a result of the complaint, regardless of whether the complaint is upheld. Complaint records are retained in accordance with the School's Records Retention Schedule and applicable data protection legislation and are kept confidential except where disclosure is required by law or regulatory obligation.

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.

Reviewed: Michaelmas 2025

Next Review: Michaelmas

2026

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, [Headteacher](#)

[Group Education Director \(inc. Safeguarding Governor\): Fiona Carter](#)

[Group Safeguarding Lead](#)~~Group Lead Education, Compliance & Safeguarding~~: Basia Lubaczewska

Headteacher: Nadia Ward

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