



Complaints Policy

Policy Reviewed by:	Hayley Richardson-Byrne / Suzy Hollett
Date:	01.09.2026
Policy Verified by:	Senior Management Team
Date:	06.10.2026
Date for Next Review:	01.09.2027

Key Personnel	
Proprietor	Sara Llewellyn
Designated Safeguarding Lead (DSL)	Suzy Hollett
Deputy Headteacher	Natalie Lovelock
HR Manager	Hayley Richardson Byrne
Business Manager	Sophie Illingworth
IT Manager	Jamie Martin
Teaching Staff	Joe Ross Ryan Colvin

1. Policy Statement

Maple Haven School is committed to providing a safe, supportive, inclusive and respectful environment for pupils, parents, carers, staff and visitors.

The school welcomes feedback and recognises that concerns and complaints can provide valuable opportunities to improve services, strengthen relationships and enhance outcomes for pupils.

The school aims to resolve concerns quickly, fairly and informally wherever possible. Where concerns cannot be resolved informally, a formal complaints procedure is available.

Maple Haven School will ensure that complaints are:

- Handled fairly and objectively.
- Investigated proportionately.
- Addressed promptly.
- Resolved wherever possible.
- Managed confidentially.
- Used to inform school improvement.

The school adopts a stage not age approach and recognises that additional support or adjustments may be required to enable all individuals to access the complaints process.

2. Aims

This policy aims to:

- Provide a clear complaints procedure.
- Ensure complaints are dealt with fairly and consistently.
- Promote positive communication with families.
- Resolve concerns as quickly as possible.
- Support continuous improvement.
- Ensure accessibility for all complainants.
- Meet statutory requirements for independent schools.

3. Legislative Framework

This policy has regard to:

- Education (Independent School Standards) Regulations 2014
- Equality Act 2010
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Independent School Standards
- Department for Education Best Practice Guidance for School Complaints Procedures

The school will make reasonable adjustments to ensure complainants can participate fully in the process.

4. Scope

This policy applies to complaints made by:

- Parents and carers.
- Pupils (where appropriate).
- Former pupils.
- Members of the public.
- Professionals and partner agencies.
- Other individuals directly affected by the school's actions or decisions.

This policy does not apply to:

- Admissions appeals.
- Safeguarding concerns.
- Whistleblowing concerns.
- Staff grievances.
- Staff disciplinary matters.
- Complaints relating solely to external organisations using school premises.

These matters will be managed under the appropriate school policy.

5. Accessibility

Maple Haven School recognises that some complainants may require additional support to access the procedure.

Reasonable adjustments may include:

- Easy-read documents.
- Alternative formats.
- Additional meeting time.
- Interpreter support.
- Advocacy support.
- Remote meetings.
- Communication support.

The school will work collaboratively with complainants to ensure they can participate fully and fairly.

6. Roles and Responsibilities

Proprietor

Sara Llewellyn is responsible for:

- Ensuring an effective complaints procedure is in place.
- Monitoring complaint outcomes and trends.
- Responding to complaints where appropriate.
- Ensuring complaints contribute to school improvement.

Deputy Headteacher

Natalie Lovelock is responsible for:

- Supporting complaint investigations.
- Liaising with complainants.
- Coordinating responses where appropriate.
- Supporting resolution processes.

HR Manager

Hayley Richardson Byrne is responsible for:

- Maintaining complaint records.
- Coordinating administration of the procedure.
- Ensuring records are retained appropriately.
- Supporting investigations where appropriate.

Complaints Coordinator

The Complaints Coordinator will normally be:

- Hayley Richardson Byrne (HR Manager)

or

- Natalie Lovelock (Deputy Headteacher)

depending upon the nature of the complaint.

7. Principles for Investigation

When investigating a complaint, the school will seek to establish:

- What happened.
- Who was involved.
- How the matter has affected the complainant.
- Whether procedures were followed appropriately.
- What outcome would be sought by the complainant.

Investigations will be:

- Fair.
- Objective.
- Thorough.
- Proportionate.
- Conducted without unnecessary delay.

8. Stage One - Informal Resolution

Most concerns can be resolved informally.

Complainants should raise concerns as soon as possible with:

- The relevant member of staff.
- The class teacher.
- A member of the management team.

The school will aim to:

- Acknowledge the concern within 5 working days.
- Investigate where necessary.
- Respond within 20 working days where reasonably practicable.

Where the matter cannot be resolved informally, the complainant may progress to Stage Two.

9. Stage Two - Formal Complaint

A formal complaint should be submitted in writing to:

Hayley Richardson Byrne - HR Manager or Natalie Lovelock - Deputy Headteacher

(should the complaint be about Hayley or Natalie, then please submit to Amanda Nicholls on amanda.nicholls@hrsolveit.co.uk)

The complaint should include:

- Details of the concern.
- Relevant dates and times.
- Individuals involved.
- Any supporting information.
- The outcome sought.

The school will:

- Acknowledge the complaint within 5 working days.
- Investigate the matter.
- Provide a written response within 20 working days where reasonably practicable.

10. Complaints Against the Proprietor

Where a complaint relates to: Sara Llewellyn (Proprietor)
the complaint should be submitted directly to:

Amanda Nicholls

Email: amanda.nicholls@hrsolveit.co.uk

Amanda Nicholls will act independently and oversee the investigation.

The Proprietor will not investigate complaints concerning themselves.

11. Stage Three - Complaint Review Panel

If the complainant remains dissatisfied following Stage Two, they may request a Complaint Review Panel.

The request must be made within 10 working days of receiving the Stage Two outcome.

The panel will:

- Consist of at least three individuals.
- Include at least one person independent of the management and running of the school.
- Have had no prior involvement in the complaint.

The complainant may:

- Attend the hearing.
- Be accompanied by a supporter.
- Submit additional evidence where appropriate.

The panel may:

- Uphold the complaint in full.
- Uphold part of the complaint.
- Dismiss the complaint.

The panel may also recommend improvements to school procedures or practice.

Written outcomes will normally be provided within 15 working days.

12. Record Keeping

The school will maintain records of:

- Complaints received.
- Investigations undertaken.
- Findings.
- Outcomes.

- Actions taken.

Records will be:

- Kept securely.
- Managed confidentially.
- Retained in accordance with data protection requirements.

Complaint records will normally be retained for a minimum of three years.

13. Monitoring and Learning Lessons

The school will review complaints regularly to identify:

- Trends.
- Recurring issues.
- Areas for improvement.
- Staff training needs.
- Potential improvements to procedures.

Monitoring will be undertaken by:

- Sara Llewellyn (Proprietor)
- Natalie Lovelock (Deputy Headteacher)
- Hayley Richardson Byrne (HR Manager)

The school currently records that there have been no formal complaints to date.

14. Related Policies

- Child Protection and Safeguarding Policy
- Whistleblowing Policy
- Staff Grievance Policy
- Admissions Policy
- Exclusions Policy
- Data Protection Policy
- Staff Disciplinary Policy
- Equality Policy

15. Review

This policy will be reviewed annually or sooner where:

- Legislation changes.
- Guidance changes.
- Inspection findings require amendment.
- School practice changes.

Please note there were 0 complaints raised 2025 - 2026