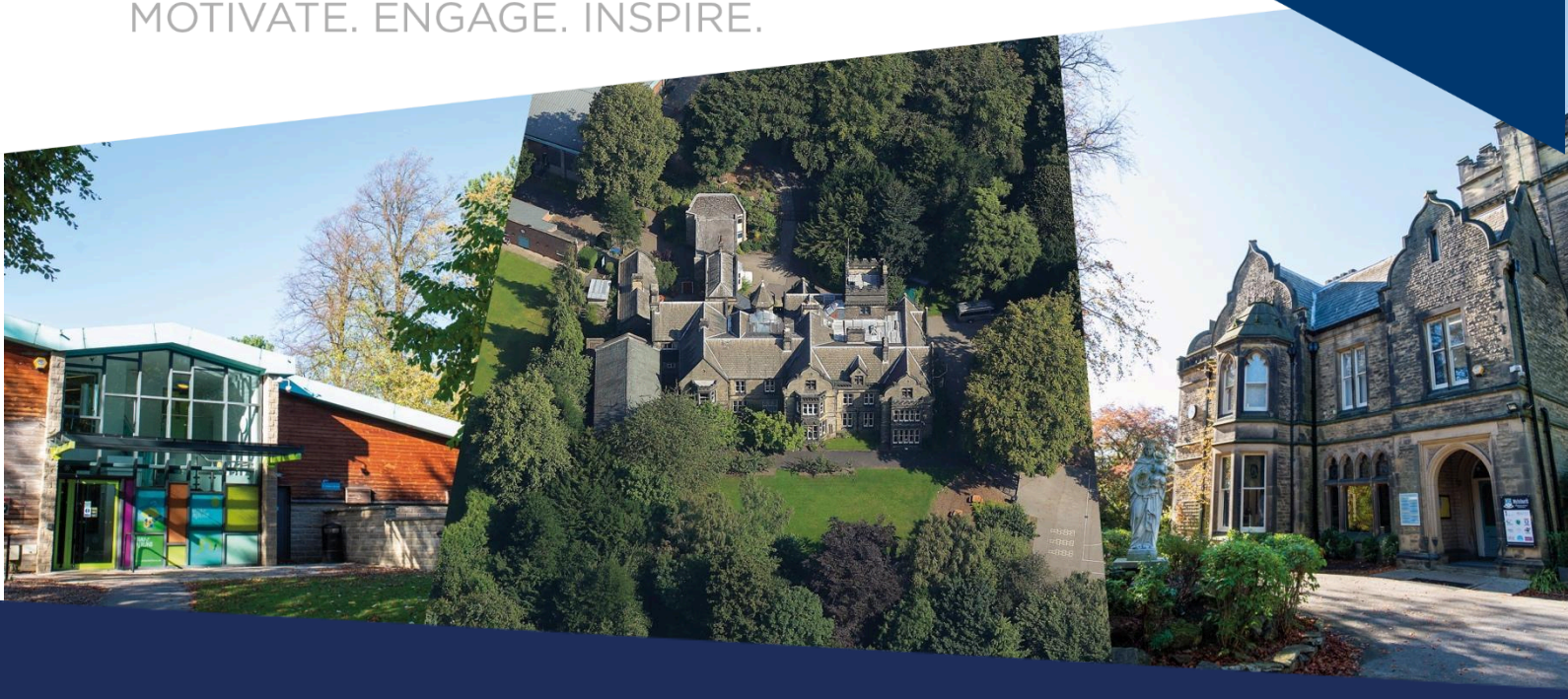
Mylnhurst
Preparatory School and Nursery

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Policy Document

Mylnhurst School & EYFS

Complaints Policy

Publication Date: July 2026

Review Date: July 2027

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Complaints Procedure

(ISI Reference: 33a)

This policy applies to all pupils in the school, including in the EYFS.

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Mylnhurst Preparatory School Complaints Procedure

Guidance

The complaints procedure at Mylnhurst Preparatory School has three stages. Written complaints about the fulfilment of the EYFS requirements are investigated and the complainant notified of the outcome of the investigation within 28 days. The DfE does not distinguish between a 'concern' and a 'complaint'. Any matter about which a parent of a pupil is unhappy and seeks action by the school is considered as a complaint and will be addressed in accordance with this policy. In this respect, it is anticipated that the large majority of complaints will be resolved at the informal stage. The Complaints Procedure is for parents of current pupils unless the complaint was initially raised when the pupil was still registered.

The school will keep records of complaints which are resolved at the informal stage for management purposes, for example to enable patterns or trends to be monitored. A formal written and/or electronic record is kept of complaints made to the school which reach the formal stage. Details will be recorded of:

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

Records are kept for at least three years**.** The school will provide ISI and Ofsted, 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.

Stage 1 - Informal complaint (Resolution normally within 5 working days)

All complaints may be made on an informal basis initially, verbally or in writing. Sections A-D deal with any informal complaints. In many instances issues will be dealt with straight away. Where further information is required, every effort will be made to make an initial response within 24 hours of the issue being raised.

A - Complaints by parents about a member of staff

a. Direct discussion with parents and Head
b. Direct discussion with member of staff followed by conversation between member of staff and parents and aggrieved parties.
c. Action on points raised agreed.
d. Review situation

B - Complaints by parents about another child.

a. Class teacher involved immediately.
b. If necessary, playground supervisors involved and class teacher to observe in the playground.
c. All teachers are informed at staff meetings for classroom awareness.
d. "Complaining" parents telephoned; procedures explained; offered opportunity to talk further and asked to telephone immediately with any further/future concerns.
e. Conflict noted on children's profiles and SLT ensure where possible that class teacher/tutor mitigates conflicts.
f. In instances of bullying the procedure is outlined in our anti-bullying policy
g. Where necessary, steps will be taken in accordance with the school Behaviour and Exclusions Policy

C - Complaints by a child about a child.

a. All parties are separately seen by staff, as a fact collecting exercise.
b. Staff are informed in staff meetings.
c. Parents are informed.
d. In instances of bullying the procedure is outlined in our anti-bullying policy
e. Where necessary, steps will be taken in accordance with the school Behaviour and Exclusions Policies'

D - Complaint by a member of staff about a colleague.

Will replicate the structure of the Grievance Process in the Employment Manual

Stage 2 - Formal Complaint (Resolution normally within 10 working days)

Where the complainant is not satisfied with the response of the school, through the procedures outlined above, they may register a formal complaint. This should be done in writing to the Head, including:

- The nature of the complaint.
- The reasons for their dissatisfaction with the school's response
- The date of the receipt of the letter will be taken as the start of this stage of the process.

The Head will meet with the complainant as soon as is practical, to discuss the matter and, if possible, to reach a resolution at this stage. Where a complaint is received during a school holiday, it will be deemed to have reached the school on the first full school day following its arrival. It may be necessary to carry out further investigations. The Head will keep written records of all complaints, and of meetings held in relation to them.

Once the Head is satisfied that all the relevant facts have been established, a response to the complaint will be made and the complainant will be informed in writing, within 10 school days: the nature of the response will depend on the nature of the complaint but it will always give a judgement whether and to what extent, if at all, the complaint is justified, and reasons; the response may include actions which the school intends to take or a decision. A complainant who is not satisfied should proceed to the next stage.

In the event the complaint is against the Head, the formal stage will be dealt with by governance. The complaint can be submitted to the Head for forwarding, or addressed directly to the Board of Directors at the address provided by the school.

Stage 3 - Independent Resolution - Panel Hearing (Resolution normally within 15 working days)

If Stage 2 has not resolved a complaint satisfactorily, the complainant should write within 5 school days to the Head, requesting a hearing before the complaints panel, who will acknowledge the letter of complaint. The date of the receipt of the letter will be taken as the start of this stage of the process.

At this point the Board of Directors will:

a. Convene a panel of one of the Board members, a member of the SLT not involved in the matters detailed in the complaint (this may include SLT from other schools), and either one or two panel members who are independent of the management and running of the school. It is possible that there may be a delay in recruiting a panel and agreeing a mutually convenient date for the hearing. In this case, the timescale may need to be altered. If the school has made a reasonable attempt to find a date for a hearing and parents have been unable to agree, or do not co-operate, ISI advises that the panel hearing should go ahead anyway.
b. Send a letter to the parents, providing contact details of the Chair of the panel, inviting the complainant to attend the panel hearing, along with someone to accompany them if they wish.
c. Provide that the panel is able to make findings and recommendations; and ensure that minutes and recommended actions of the panel are kept for three years.
d. Ensure that a copy of the panel's findings and recommendations is:
    i. provided to the complainant and, where relevant, the person complained about; and
    ii. available for inspection on the school premises by the proprietor and the head teacher.
e. Ensure all correspondence, statements and records relating to individual complaints are kept confidential – unless the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them
f. Maintain a record of any actions taken by the school as a result of the findings of the panel.
g. Seek to complete this stage of the procedure within 15 working days.

Parents of EYFS children can, if they wish, complain to Ofsted or ISI if they believe the school is not fulfilling the requirements of the EYFS framework. The record of complaints will be made available to Ofsted on request. Contact details are found below **in Appendix 2.**

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Appendix 1

Number of complaints registered under the formal procedure during the year 2025-2026 Schools are required to publish the number of complaints registered under the formal procedure during the preceding school year.

The number of complaints dealt with at this stage in 2025-2026 was: 3

Mylnhurst Preparatory School & Nursery,
Button Hill, Ecclesall,
Sheffield, S11 9HJ

Telephone: 0114 2361411
Email: enquiries@mylnhurst.co.uk
Website: www.mylnhurst.co.uk

Appendix 2

Contact details:

Independent Schools Inspectorate (ISI)
CAP House
9–12 Long Lane
London
EC1A 9HA

Telephone: 020 7600 0100
Email: info@isi.net
Office hours: Monday to Friday, 9.00am–5.00pm

Ofsted

Email: enquiries@ofsted.gov.uk
Telephone: 0300 123 4666

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Store Street
Manchester
M1 2WD

Links to other policies -

- Anti-Bullying
- Appraisal
- Behaviour
- Safeguarding