

Complaints Policy

Policy Reviewed:	Summer 2025
Next Review:	Summer 2026

1. Introduction

Brook Sixth Form and Academy values the views of all parents and carers. We are committed to ensuring that concerns are dealt with respectfully, transparently, and in a timely manner. This policy outlines the process by which complaints from parents or carers will be received, investigated, and resolved.

2. How Complaints Can Be Made

Complaints may be submitted through any of the following channels:

- In writing (letter or email)
- By phone
- In person
- Via a third party (e.g. advocate, external agency)

All written complaints should be directed to the Main Office or sent to:

 office@brooksixthform.com

Complaints received will be passed to the School Business Manager for acknowledgement.

3. Acknowledgement and Response Time

The School Business Manager or relevant administrative staff member will contact the complainant to:

- Acknowledge receipt of the complaint
- Clarify any necessary details
- Confirm that the matter is being reviewed

We aim to acknowledge all complaints within **48 hours (two working days)**.

4. Initial Review by the Principal and Senior Leadership Team

The Principal will review the nature of the complaint with members of the Senior Leadership Team (SLT) to determine the most appropriate course of action.

5. Investigation

An appropriate member of staff will be assigned to lead the investigation. This will include:

- Reviewing the complaint details
- Speaking with staff and/or students where relevant
- Gathering evidence and documentation

6. Communication and Resolution

Once initial findings have been gathered, the investigating staff member will contact the complainant to:

- Provide an update or outcome
- Discuss next steps
- Arrange a resolution meeting if required

This communication may take place:

- Over the phone
- In person at a meeting
- Or via written correspondence

7. Outcomes and Closure

A final outcome will be shared with the complainant. If the issue has been resolved to the satisfaction of all parties, the complaint will be closed and logged.

If the complainant feels that the matter has not been dealt with appropriately, they may write directly to the Headteacher; office@brooksixthform.com

This escalation can only take place following the conclusion of the initial investigation.

If the complainant remains dissatisfied with the outcome following the Headteacher's review, the matter may then be formally escalated to the Governing Body for final consideration.

governor@brooksixthform.com

All escalations must clearly outline why the response at previous stages is considered inadequate and should include any supporting information or evidence.

8. Record Keeping

All complaints will be recorded securely, (on CPOMS under the student name) including:

- The nature of the complaint
- Actions taken
- Resolution outcomes
- Any further correspondence

These records will be reviewed periodically to help identify trends and improve school practice.

This policy is reviewed annually or in line with any significant changes to procedures or legal frameworks.