



**INFINITE  
SCHOOLS**

## Complaints Policy

	Name	Role
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	<b>Approved by</b>	Chair of Governors, Proprietor, Executive Head, Headteacher
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This policy applies to all sites: Marsh Green | Standish | Holly House (Warrington) | Lancashire

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## 1. INTRODUCTION

Infinite Schools welcomes suggestions for improving our work. Whatever you wish to tell us, our support and respect for your child will not be affected in any way.

Concerns should be raised as soon as possible. It can be more difficult to investigate matters effectively if a significant period has passed since the incident occurred.

Infinite Schools welcomes comments, compliments, and complaints, and views them as an opportunity to learn, adapt and improve. This policy ensures that all concerns are acknowledged, taken seriously, and handled appropriately and consistently.

## 2. PUPIL VOICE, ACCESSIBILITY AND SUPPORT

Infinite Schools recognises that pupils have the right to express their views and to have those views listened to and taken seriously. Pupils may raise a concern or complaint themselves, regardless of whether a parent or carer also wishes to do so.

The school will ensure that no pupil is disadvantaged because of their age, communication needs, disability, learning needs, neurodiversity or emotional wellbeing when making a complaint.

### How pupils can complain

Pupils can raise concerns by:

- speaking to any trusted adult;
- speaking to their class teacher, key worker or pastoral lead;
- speaking directly to the Designated Safeguarding Lead where appropriate;
- asking a member of staff to help them make a complaint;
- using any school pupil voice or worry systems available.

### Support available

A pupil making a complaint will be offered appropriate support throughout the process. This may include:

- support from a trusted member of staff;
- support from a parent or carer where appropriate;
- support from an independent advocate where appropriate;
- additional emotional support before and after meetings;
- regular updates about what is happening.

### Right to an advocate

Where appropriate, pupils may be supported by an advocate or another trusted adult of their choosing to help them express their views and understand the complaints process. The school will work positively with advocates acting in the best interests of the child.

### Reasonable adjustments

The school will make reasonable adjustments to ensure every pupil can participate fully. Adjustments may include:

- providing information in accessible formats;
- using visual supports, symbols or easy-read materials;
- allowing additional time;
- offering alternative ways to communicate (written, verbal, drawing or assistive technology);
- holding meetings in a familiar environment;
- allowing breaks during meetings;
- using interpreters, communication specialists or British Sign Language interpreters where required;
- adapting the timing or format of meetings to meet individual needs.

## Listening to pupils

Pupils will be given opportunities to explain what happened, what outcome they would like and whether they feel the complaint has been resolved. Their views will be considered alongside all other available evidence, taking account of their age and understanding.

## Protection from disadvantage

No pupil will be treated unfavourably or suffer any detriment because they have raised a concern or complaint in good faith. Raising a complaint will not affect the care, education, support or relationships they receive within the school.

# 3. COMPLAINTS PROCEDURE – OVERVIEW

*All complaints follow the four-stage process below. At any point, if a concern relates to safeguarding or child protection it is immediately referred to the Designated Safeguarding Lead regardless of the stage reached.*

**CONCERN RAISED** - Where the concern is raised by a pupil, staff will ensure the pupil understands the complaints process and is offered appropriate support to participate.



**STAGE 1** — Informal Action Discussion with teacher, key worker or member of staff  
Response within 5 working days



Not resolved? Escalate to Stage 2



**STAGE 2** — Headteacher Review Formal investigation and meeting  
Response within 15 working days



Not resolved? Escalate to Stage 3



**STAGE 3** — Executive Headteacher Review Independent oversight of all previous stages  
Response within 15 working days



Not resolved? Escalate to Stage 4



**STAGE 4** — Proprietor Review Final stage — governance level review  
Written outcome within 5 working days of hearing



**EXTERNAL ESCALATION** — Secretary of State for Education if required

# 4. STAGE ONE – INFORMAL ACTION

Step	Detail
<b>Initial Contact</b>	Concerns should initially be discussed with the teacher, key worker, or a member of school staff.
<b>If Not Resolved Immediately</b>	A clear record will be made including the complainant's name, contact details, and date. The matter will be investigated and a response provided within 5 working days.
<b>Headteacher Involvement</b>	Staff may consult the Headteacher at this stage where appropriate.
<b>Outcome</b>	The aim is to ensure clarity on actions taken and any agreed monitoring or follow-up.
<b>Escalation</b>	If the concern is not resolved, the complainant will be asked whether they wish to escalate the matter formally.
<b>Recording</b>	All Stage 1 concerns are recorded in the confidential complaints file.

## 5. STAGE 2 – HEADTEACHER REVIEW (FORMAL SCHOOL LEVEL)

Step	Detail
<b>Acknowledgement</b>	The Headteacher will acknowledge the complaint within 5 working days.
<b>Meeting</b>	A meeting will be arranged within 5 to 10 working days to clarify concerns and gather further information.
<b>Investigation</b>	Where the complaint relates to a pupil or is made by a pupil, the Headteacher will ensure the pupil has an appropriate opportunity to express their views, with support, advocacy and reasonable adjustments where required
<b>Records</b>	Written records of all communication and findings will be maintained throughout.
<b>Formal Response</b>	A formal response will be provided within 15 working days of the complaint being received.
<b>Escalation</b>	If the complainant remains dissatisfied, they will be advised to escalate to the Executive Headteacher.
<b>If Complaint Relates to Headteacher</b>	This stage will be managed by the Executive Headteacher.
<b>Recording</b>	All Stage 2 outcomes are recorded in the confidential complaints file.

## 6. STAGE 3 – EXECUTIVE HEADTEACHER (INDEPENDENT OVERSIGHT)

Step	Detail
<b>Acknowledgement</b>	The Executive Headteacher will acknowledge the complaint within 3 working days.
<b>Full Review</b>	A full review of the complaint, actions taken at previous stages, and compliance with school policies and safeguarding expectations will be undertaken.
<b>May Include</b>	Further investigation and additional meetings with relevant parties.
<b>Formal Response</b>	A formal written response will be provided within 15 working days.
<b>Escalation</b>	If the complainant remains dissatisfied, they will be invited to escalate to the Proprietor.
<b>Recording</b>	All Stage 3 outcomes are recorded in the confidential complaints file.

## 7. STAGE 4 – PROPRIETOR REVIEW (FINAL STAGE)

Step	Detail
<b>Acknowledgement</b>	The Proprietor will acknowledge receipt of the complaint within 5 working days.
<b>Governance Review</b>	The complaint will be reviewed at governance level including the process followed, adherence to statutory requirements, and fairness and proportionality of decisions.
<b>Panel</b>	Where appropriate, a panel may be convened with no prior involvement in the matter. At least one member will be independent of the management and running of the school.
<b>Complainant Rights</b>	The complainant will be given at least 10 working days' notice of any hearing, have the right to be accompanied, and be able to submit further written evidence.
<b>Written Outcome</b>	A written outcome will be provided within 5 working days of the hearing. Findings and recommendations will be recorded and retained.
<b>Final Stage</b>	This represents the final stage of the school's internal complaints procedure.

## 8. TIMESCALES AT A GLANCE

Stage	Acknowledgement	Response
<b>Stage 1 — Informal</b>	Same day where possible	Within 5 working days
<b>Stage 2 — Headteacher</b>	Within 5 working days	Within 15 working days
<b>Stage 3 — Executive Headteacher</b>	Within 3 working days	Within 15 working days
<b>Stage 4 — Proprietor</b>	Within 5 working days	Within 5 working days of hearing

## 9. SAFEGUARDING

At any stage — if a concern relates to safeguarding, risk of harm, or child protection — it will be immediately referred to the Designated Safeguarding Lead (DSL) and managed in line with safeguarding procedures, regardless of the stage reached.

The complaints procedure does not override safeguarding obligations. Where a complaint and a safeguarding concern arise from the same set of circumstances, safeguarding takes precedence and will be managed separately under the Safeguarding and Child Protection Policy.

## 10. RECORDING AND MONITORING

- All complaints are recorded in a confidential complaints file.
- Records include actions taken and outcomes at each stage.
- The complaints file is available for inspection by Ofsted where required.
- The Proprietor reviews the complaints log at each Proprietors Meeting.

## 11. EXTERNAL ESCALATION

Complaints may be referred to the Secretary of State for Education under the Education Act 1996 where it is believed that the school is acting unreasonably or has failed to discharge its duties.

The complainant may also contact Ofsted if they have concerns about the school's compliance with the Independent School Standards.

## 12. WHISLEBLOWING

Staff may raise concerns confidentially through the school's HR provider. All concerns will be investigated appropriately and managed in line with safeguarding and whistleblowing procedures. Staff will be protected from detriment for raising genuine concerns in good faith.

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## APPENDIX 1 – COMPLAINTS LOG

Academic Year	Total Complaints to Proprietors
2021–2022	0
2022–2023	0
2023–2024	0
2024–2025	1
2025–2026	0