



Complaints and Appeals Policy (2026-2027)

Bromley Technical School (BTS)

This policy for **Bromley Technical School (BTS)** complies with the **Education (Independent School Standards) Regulations 2014 (as of 2025 updates)** and follows current Department for Education (DfE) best practice.

Academic Year: 2026-2027 | **Effective From:** 1 September 2026 | **Next Review:** August 2027

1. Introduction and Scope

This policy applies to parents and carers of current pupils and, where required by law, to former pupils if the complaint was raised while they were still registered. It covers all matters except those with separate statutory processes, such as admissions appeals or SEND tribunal matters.

2. The Three-Stage Process

To be compliant with Part 7 of the Independent School Standards, BTS operates a mandatory three-stage procedure:

Stage 1: Informal Resolution

- **Process:** Most concerns can be resolved quickly by contacting the relevant teacher or Head of Department.
- **Timeline:** The school aims to respond to informal concerns within **2 working days** and reach a resolution within **10 working days** during term time.

Stage 2: Formal Complaint (Written)

- **Process:** If the matter is not resolved informally, the complainant must submit a formal written complaint to the Headteacher using the **School Complaints Form** (available in Annex A).
- **Investigation:** The Headteacher will acknowledge the complaint within **5 working days** and conduct a full investigation, which may include interviews with staff or pupils.
- **Outcome:** A formal written response will be provided within **15 working days** of receipt of the formal complaint.

Stage 3: Independent Panel Hearing

- **Process:** If still dissatisfied, parents may request a panel hearing within **10 working days** of the Stage 2 decision.
- **The Panel:** The panel must consist of at least **three people** not directly involved in the complaint. Critically, **at least one member must be independent** of the management and running of the school.
- **Rights:** Parents have the right to attend the hearing and be **accompanied** by a friend or representative.
- **Outcome:** The panel will issue written findings and recommendations within **5 working days** of the hearing. Copies are provided to the complainant and, where relevant, the person complained about.

3. Record Keeping and Confidentiality

- **Written Records:** BTS maintains a written record of all formal complaints, including whether they were resolved at Stage 2 or proceeded to a panel hearing, and any action taken by the school as a result.
- **Confidentiality:** All correspondence and records are kept confidential, except where the [Secretary of State or an inspection body \(ISI/Ofsted\)](#) requests access.
- **Retention:** Data is typically retained for **6 years** following the closure of a complaint to comply with the Data Protection Act 2018/UK GDPR.

4. Serial and Unreasonable Complaints

While BTS aims to resolve all grievances, it reserves the right not to respond to **serial or vexatious complaints** that have already been fully addressed through all stages of this policy.

5. Further Escalation

If a complainant believes the school has failed to comply with the Independent School Standards, they may contact the **Department for Education (DfE)** or the **Independent Schools Inspectorate (ISI)**.

Approved by: Rt. Rev. Akanmu Ogundijo {Proprietor}

Date: 1st September 2026