



Complaints Policy

2025 - 2026

Ownership & Consultation	
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COMPLAINTS POLICY

1 Introduction

1.1 We take great care with the quality of the teaching and pastoral care provided to our pupils. However, if parents do wish to make a complaint they can expect the following procedure to apply.

1.2 This policy is applicable to all pupils at the school, including the Foundation Programme.

2 Working Day

2.1 For the purposes of this procedure, 'working days' shall mean working days during school term time. In the event of a complaint arising during the school holidays, wherever possible, this will maintain the same time periods as during term time. However, the Board will need to ascertain the exact time required to secure the necessary information and, if there is the need to go beyond this time scale, will inform the parents accordingly in writing.

3 Procedure

3.1 Stage 1 – Informal Resolution

3.1.1 It is hoped that most complaints will be resolved quickly and informally.

3.1.2 If parents have a complaint they should normally contact their child's teacher in the first instance. In many cases, the matter will be resolved at this level to the parents' satisfaction.

3.1.3 If the teacher cannot resolve the matter alone, it may be necessary for them to consult with the relevant member of the Leadership Team.

3.1.4 Declaration of Use of AI Statement:

In accordance with UK Government Guidance, the declaration of use of AI is responsible and lawful. When completing this complaint, we require you to disclose if you have used AI to create or alter any part of your documents and information of data linked to the complaint.

If you have used AI, you need to tell us what systems or tools you have used, the source of information that the AI system has based its content on, and what information or material the AI has been used to create or alter.

3.1.5 Any complaints made directly to the Board will usually be referred back to the relevant member of staff unless the Board considers it more appropriate to deal with the matter personally. Should this be the case, the aim will still be to resolve the matter informally. However, the involvement of the Board at this stage will be in exceptional circumstances.

3.1.6 Stage 1 complaints should be addressed within 7 working days from the point at which they are received. Where there are reasons which prevent this from happening, the staff member dealing with the complaint will notify the parents and provide an amended time frame.

3.1.7 A written record of all complaints will be kept (regardless of whether they are upheld) and this will include the date on which the complaint was received, the action taken and the outcome.

3.1.8 Should the matter not be resolved informally, despite the teacher's best efforts, then the parents are able to proceed with their complaint in accordance with Stage 2 of this procedure.

3.2 Stage 2 – Formal Resolution

3.2.1 If it has not been possible to resolve the complaint informally, then the parents should put their complaint in writing to the Board. The Board will decide, after considering the complaint, the appropriate course of action to take including the person to take the lead in any investigation.

3.2.2 The Board will respond to parents within five working days indicating how the school proposes to proceed.

3.2.3 It may be necessary for the Board, or the person taking the lead, to carry out further investigations. If this is the case then written records will be kept of all meetings and interviews held in relation to the complaint.

3.2.4 Once the Board is satisfied that, so far as is practicable, all of the relevant facts have been established, during the course of the investigation, a decision will be made in relation to the complaint within 10 working days from the date the complaint was received. Parents will be informed of the decision, and the reasoning behind it, in writing.

3.2.5 Where it is not possible to give a full reply within 10 working days, the Board will notify the parents and provide an amended time frame.

3.2.6 It is expected that a resolution will be reached at this stage and that parents will feel assured that all of their concerns have been fully and fairly considered. If, in extreme circumstances, parents are not satisfied with the process they are able to bring into play Stage 3 of this procedure.

3.2.7 Note: Should a parent wish to raise a complaint about the CEO, they should contact the Sophia Office by telephone or writing in the first instance. Written correspondence should be emailed to admissions@sophiahigh.school. This will trigger contact with the Complaint Coordinator to clarify and discuss the matter. Where there is a complaint against the CEO, a

designated member from the Board Of Directors will be appointed as an investigator. These complaints will normally be dealt with within 15 working days of receiving the complaint.

3.3 Stage 3 – Panel Hearing

3.3.1 Where the parents are not satisfied with the response or process undertaken at Stage 2, the matter will be referred to a Complaints Panel.

3.3.2 Parents should request a referral to a Complaints Panel by completing the form at the back of this document.

3.3.3 A complaint form should be delivered by post or by email to the Sophia Office within 5 working days of receipt of the decision at Stage 2 above.

3.3.4 Sophia will acknowledge receipt of the Stage 3 complaint and will schedule a hearing to take place as soon as practicable and normally within 20 working days of receiving the Stage 3 complaint.

3.3.5 The Complaints Panel will be appointed by the CEO and at least one of the three members shall be independent of the management and running of the school. The members of the Complaints Panel will have no connection to the pupil or the family concerned and will not have been directly involved in the matters detailed in the complaint.

3.3.6 If the Chair of the Complaints Panel deems it necessary, s/he may require that further particulars of the complaint and any relevant documents or records be supplied in advance of the panel meeting. Copies of such particulars will be supplied to all the parties wherever practicable and not later than 3 working days prior to this hearing.

3.3.7 The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation is not permitted. Recordings of hearings are not permitted.

3.3.8 If possible the Complaints Panel will resolve the parents' complaint immediately without need for further investigation.

3.3.9 A written record of the proceedings will be taken.

3.3.10 After due consideration of all facts considered relevant, the Panel will reach a decision and make recommendations, which it shall complete within 10 working days of the hearing.

3.3.11 The Panel will write to the parents informing them of their decision and the reasons for it.

3.3.12 The Panel's findings and recommendations will be sent in writing to the complainant, the CEO and, where relevant, the person about whom the complaint was made. A copy of any complaint and findings/recommendations will be held confidentially and made available for inspection in the school by the proprietor and by inspectors on request.

3.3.13 This exhausts the complaints procedure after the decision has been communicated in writing.

The decision of the Complaints Panel is Final.

4 Vexatious Complaints

4.1 There may be exceptional occasions when, despite the following of all stages of the procedure, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, Sophia reserves the right to inform the complainant in writing that the procedure has been exhausted and that the matter is now closed. Where a complainant seeks to raise a subsequent complaint matter which is otherwise different to the original complaint at Stage 3, this matter in itself would be treated as a new informal complaint.

5 Recording of Complaints

5.1 All complaints which have reached Stages 2 or 3 are duly recorded in the School Complaint Register, including the outcome of the individual complaint and any actions taken as a result. The stage at which the complaint is concluded is recorded.

6 Confidentiality

6.1 Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential. The exceptions to confidentiality are the Secretary of State or an inspection body. The School will make available to an inspectorate on request a written record of any complaints made during a specified period and the action which was taken as a result.

8 Publication

8.1 This procedure is published on the school website.

9 Provisions Relating to Complaints dealt with via this Procedure

9.1 This procedure will not be relevant where other statutory or organisational provisions apply, for example, child protection, racial incidents or special educational provision. If concerns relate to child protection matters, the appropriate Local Safeguarding Children's Board procedures will be followed.

9.2 This procedure cannot be used to deal with appeals following expulsion or removal. There is a separate procedure in place in accordance with the parent contract. Guidance on how to request this will be provided in the event of an exclusion or removal and is covered in the Exclusion Policy.

9.3 Nothing in this policy shall prejudice the right of parents of a pupil with SEN or a disability to seek redress from the First Tier Tribunal (Special Educational Needs and Disability) if they believe their child has received unfavourable treatment.

9.4 A complaint can be made by any parent (or person deemed to have parental responsibility under the terms of the Children Act 2004) of a pupil registered at the school.

9.5 A complaint cannot be raised in relation to a pupil who has left the school, unless the issue was first raised when the pupil was on roll. The child is taken off roll on the final day of the term in which they leave.

9.6 When the complaint concerns only the matter of finance such as fees in lieu which remain outstanding, the matter of the fees owed alone falls outside the scope of this procedure. The CEO of the School remains responsible for all financial decisions.

9.7 Where a parent is unhappy with this procedure, they can contact the Department for Education (DfE).

9.8 Complaints from groups of parents linked to the leadership team and/or management style will not be heard collectively. Confidentiality must be maintained for each individual complaint.

10: Data Protection Complaints

In accordance with our obligations under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Data (Use and Access) Act 2025 (which received Royal Assent on 19 June 2025), we have implemented enhanced procedures for handling complaints submitted through our online complaints form.

10.1 If there are concerns about how we handle personal data, we are here to help resolve them quickly and fairly.

10.2 Enhanced Complaints Process Under the Data (Use and Access) Act 2025 – Enhanced Complaints Process Under the Data (Use and Access) Act 2025 – we provide accessible complaints procedures specifically for data-protection matters. You can submit a complaint via our online form, by email (dataprotection@sophiahigh.school), by telephone or by post. This ensures that everyone, including those with disabilities or limited internet access, can raise concerns. We will acknowledge

your complaint within 30 days and respond without undue delay ico.org.uk.

10.3 Submit a Complaint Use our [online complaints form](#) to raise any data protection concerns. The form is designed to capture the information we need to investigate your complaint thoroughly.

10.4 Your Rights You retain the right to contact the Information Commissioner's Office (ICO) at any time about data protection matters, whether or not you use our internal complaints procedure first.

Contact the ICO:

- Website: ico.org.uk
- Telephone: 0303 123 1113

10.5 Alternative Methods If you prefer not to use the online form, a copy has been included in the Appendix 2 of this Complaints Policy. You may also submit data protection complaints by email to dataprotection@sophiahigh.school or by post to:

Sophia High School,
Office 315,
The Engine Room,
Battersea Power Station,
London, SW11 8DZ

10.6. Recording of Subject Access Requests

All SAR are duly recorded in the School Complaint Register, including the outcome of the individual complaint and any actions taken as a result. The stage at which the complaint is concluded is recorded.

10.7 Confidentiality Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential. The exceptions to confidentiality are the Secretary of State or an inspection body. The School will make available to an inspectorate on request a written record of any complaints made during a specified period and the action which was taken as a result.

Complaint record from Academic Year: 2022 - 2023

- The school received 0 formal complaints, of which 0 went to a panel hearing.

Complaint record from Academic Year 2023 - 2024

- The school received 0 formal complaints, of which 0 went to a panel hearing.

Complaint record from Academic Year 2024 - 2025

- The school received 1 formal complaint, of which 0 went to a panel hearing.
- The school received 1 SAR, which was responded to within the timeframe.

APPENDIX 1: COMPLAINT FORM

Please complete and return to the CEO via email: ceo@sophiahigh.school

If your concern is specifically about the CEO, please complete and return to Sophia Head Office using the following details: PA to the CEO, Sophia Technologies, The Engine Room, Battersea Power Station, 18 Power Station Road, SW11 8DZ, United Kingdom.

Basic Details	
Your name	
Pupil's name	
Relationship to the pupil	
Address	
Email address	
Daytime contact number	
Mobile number	

What is your complaint about? Indicate (X) all that apply

<input type="checkbox"/>	Technology	<input type="checkbox"/>	SEN/D
<input type="checkbox"/>	Curriculum	<input type="checkbox"/>	Communication
<input type="checkbox"/>	Staff	<input type="checkbox"/>	
<input type="checkbox"/>	Behaviour	<input type="checkbox"/>	
<input type="checkbox"/>	Other (please state)		

Please give a brief description of your complaint
How have you already expressed your concern to the school? (We cannot investigate your complaint if you have not taken the opportunity to address your concern at an early stage).
What did the school do to address your complaint? (Who, What, Where, How, When)
Name of the person who originally considered your concern or complaint
What actions will resolve the problem now?

Signature	
Name	
Date	

APPENDIX 2: GDPR ONLINE COMPLAINT E-FORM

The following online complaints form has been developed specifically for complaints relating to data protection matters, including concerns about Data Subject Access Request responses, in accordance with our obligations under the Data (Use and Access) Act 2025.

This form can be found on this link: <https://forms.gle/8RDsExCpExdd2hLe9> or completed below and returned to us in an alternative format (see section 10.5).

1. Email *required*

_____:

2. Who is filing this complaint? *required*

Mark one ☐

- ☐ I am the individual concerned who wishes to make the complaint
- ☐ I am the student this complaint relates to
- ☐ I am the parent/guardian of the student
- ☐ I am a legal representative acting on behalf of the student/parent
- ☐ I am an authorised advocate/support worker
- ☐ Other – relationship & authority: _____

3. Please provide your name *required*

Your full name: _____

4. Contact details (e.g. email, postal address, phone) *required*

5. Name of complainant (the person the complaint is about) *required*

6. What does your complaint relate to? *required*

7. Summary of your concern(s) *required* (max 255 words)

Include dates and any details that will help us review your complaint.

Declaration of Use of AI

8. Have you used any artificial-intelligence (AI) tools, software or automated systems to help prepare any part of this complaint? *required*

- ☐ Yes - ☐ No

9. If “Yes” – Which AI tools or systems did you use? (e.g., ChatGPT, Gemini, Claude)

10. If “Yes” – What did you use AI for and how much did it contribute?

11. Do you take full responsibility for the accuracy and truthfulness of all information in your complaint, regardless of whether it was AI-assisted? *required*

- ☐ Yes - ☐ No

12. Have you previously contacted Sophia High School about this matter? *required*

- ☐ Yes - ☐ No

13. If “Yes” – Please provide details (dates, names, etc.)

14. Have you lodged a complaint with the Information Commissioner’s Office (ICO)? *required*

- ☐ Yes - ☐ No

15. If “Yes” – Please supply:

- ICO reference number: _____
- Date of ICO contact: _____
- ICO advice received: _____

16. How would you like us to respond to you? *required*

- ☐ Email - ☐ Post
-

Your Rights – Under the Data (Use & Access) Act 2025 and UK GDPR you have the right to an accessible complaints process and timely responses. If you remain dissatisfied after our response, you may contact the ICO at any time (ico.org.uk | 0303 123 1113).

A copy of your completed form will be emailed to the address you provide above.