



## **BROCKHURST & MARLSTON HOUSE SCHOOLS**

Including all of the Pre-Prep Department and Early Years Foundation Stage

### **RECORD OF FORMAL COMPLAINTS**

**Brockhurst & Marlston House Schools (the School) is committed to providing the best possible care and education to its pupils, and to safeguarding and promoting the welfare of children and young people. This policy is written with that commitment in mind, and in accordance with KCSIE September 2025.**

**Last review: September 2025**

**Next review: September 2026**

At Brockhurst & Marlston House Schools we seek to deal with any concerns or complaints expeditiously, informally and at the lowest appropriate level within the school. Informal concerns/complaints are logged, and the more serious or persistent issues raised are enumerated and analysed each term for any trends which need addressing by the SLT. This information is not published to parents.

The Independent Schools' Inspectorate requires the school to publish the number of formal complaints registered under the school's Complaints Procedure in the preceding school year. The number of formal complaints at both schools for the last five academic years is shown in the table below.

Complaints enumerated in the table relate to those which have been raised formally with the Headmaster.

## Brockhurst & Marlston House Schools

2024-25	0	0
2023-24	0	0
2022-23	0	0
2021-22	1	1
2020-21	0	0
2018-19	0	0
2017-18	0	0
2016-17	0	0
2015-16	0	0
2014-15	0	0