



Big Creative Independent School Complaints & Appeals Procedure

Introduction

BCIS welcomes suggestions and comments from Guardians as well as pupils, and takes serious concerns and complaints that they may raise. The BCIS Course Manager and BCIS Head of School are committed to providing the best educational experience they can for all learners attending the school.

They recognise the value to all concerned of dealing fairly, speedily, sensitively and effectively with any concern or complaint against their decisions, actions or omissions that a Guardian or pupil or other aggrieved person may have.

BCIS makes its 'Complaints Procedure' available to all Guardians of pupils and of prospective pupils on the school's website. BCIS ensures that Guardians of pupils and of prospective pupils who request it are made aware from the annually updated 'Parents & Carer Information Pack', that this document is published and of the form in which it is published or available, and of the number of complaints registered under the formal procedure during the preceding school year.

In accordance with paragraph 32(1) of Schedule 1 to the Education (Independent School Standards) Regulation 2014, the school will also make available, on request, to Ofsted, the Department for Education (DfE) or the Independent Schools Inspectorate (ISI), details of this Complaints Procedure and the number of complaints registered under the formal procedure during the preceding school year.

Stage one - informal resolution of concerns

It is recognised that learners will, from time to time, have normal and legitimate concerns about their progress, achievement or welfare, or other concerns about BCIS. Pupils are encouraged to make those concerns known to staff so that they can be addressed.

Additionally, it is recognised that guardians will, from time to time, have normal and legitimate concerns about the progress, achievement or welfare of their child, or other concerns about BCIS. Guardians are encouraged to make those concerns known to staff so that they can be addressed.

Almost invariably, the sooner such concerns are raised the easier it is for an appropriate resolution to be found. A concern may be raised with any member of staff. This would normally be your child's tutor or support tutor in the first instance.

An informal discussion will take place to understand and address the issue.

That person will try and resolve the matter, and most concerns are resolved at this stage within five working days. If they are not able to help, they will refer you to the appropriate person.





Stage two – formal complaint

If the matter cannot be resolved informally or in the event that you are not satisfied, you may make a formal complaint to the BCIS Course Manager, Justin Bayley justin.bayley@bigcreative.education.

If the complaint concerns the course manager, then the complaint may be made to the BCIS Head of School, Ian Morton ian.morton@bigcreative.education.

A complaint may only be raised by the guardian of a current or former pupil of BCIS, or by the young person themselves.

A formal complaint should be in writing (either by letter or email) and sent to the course manager on the email address above or school address at the bottom of the policy. The complaint should include:

- o A clear description of the issue, including relevant dates, times, and individuals involved.
- o Previous steps taken to resolve the matter informally.
- o Desired outcome or proposed resolution.

The course manager will record the date the formal complaint is received and will acknowledge receipt of the formal complaint in writing (either by letter or email) as soon as possible.

Investigation will be delegated to and carried out by the course manager unless the complaint involves them. Any final decision will always be made by the Head of school.

During the investigation, the course manager will interview those people involved in the cause of the complaint in order to establish the facts. Those involved will normally be interviewed separately. If there are discrepancies in the accounts given, the course manager may decide to call several people together in order to investigate further.

Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made, and guardians will be informed of this decision in writing. The Head will also give reasons for their decision and include details of any resulting action that the school will take. In most cases, the Head will write within 15 working days of the complaint being put in writing.

Written records of all meetings and interviews held in relation to the formal complaint will be kept and will be entered into the school's Complaints Log.

If the Head feels that it is necessary, within reason, to ask for additional time, such as an enforced delay like a school holiday period, guardians will be informed.



Complaint about the BCIS Head of School

If the complaint is about the BCIS Head of School, you should write to the school Proprietor Alexis Michaelides alexis.michaelides@bigcreative.education who will carry out the investigation as above and will write to you within 15 working days of the complaint being received

Stage three - appeal

If you are dissatisfied with the way in which your complaint has been handled, you may take your complaint to the next stage of the procedure.

If the complainant remains dissatisfied with the response from the BCIS Course Manager, BCIS Head of School or the schools Proprietor, they may request an appeal.

The appeal must be submitted in writing, clearly stating the reasons for the appeal and any additional evidence or information within ten working days of receiving a response.

An Appeals Panel, consisting of one independent individual not from BCIS and two others not directly involved in the initial investigation, will be convened to review the complaint and the response.

The Appeals Panel will provide a written response within a reasonable timeframe, usually no longer than 15 working days after receiving the appeal request.

The decision of the Appeals Panel is final, and no further avenues for appeal will be available within the school's complaints procedure.

Stage four – funding body complaint

If the complainant believes BCIS did not handle their complaint in accordance with the published Complaints Procedure, or that it acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage Two or Stage Three.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by the school. They will consider whether the school has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD.

BCIS School address

Uplands House, Uplands Business Park C, Blackhorse Lane, London, E17 5QJ

Last updated	Next review	Person responsible
July 2025	July 2027	Ian Morton

