

Raising concerns – helping us to help you.

The School needs to hear your views on how well we provide for you child. Only by listening and acting upon your concerns can we continue to improve. If you are at all concerned about any element of our provision then please follow the following steps:

1. Contact your child's Tutor or the relevant Learning Support Case Worker. If in doubt about who to ask for by name, make the call and Reception Staff will guide you to the right person. Please be aware that you might have to wait until the following day for a return call as staff may not be immediately available.

Urgent cases will receive a same day return call. If it is a serious and urgent matter then it will be passed onto a more senior member of staff to be resolved.

2. Should these contacts not resolve matters to your satisfaction then you will need to speak to the Learning Support Coordinator for Key Stage Three or Key Stage Four (both Assistant Headteachers) for further investigation and action.
3. If concerns still exist and we would hope not, then you will need to consider making a formal complaint.
4. If the matter is unresolved through the above steps or is of serious concern to your and your child you may make a complaint in writing.

Please make the complaint as specific and detailed as possible in a formal letter.

The letter must be addressed to the Headteacher.

The Headteacher will investigate the matter and respond in writing within seven working days. It may be more appropriate to contact you direct or invite you into school within the seven days. The Headteacher may ask member of the senior Leadership Team to investigate the matter and respond to you directly.

We would hope that this stage to be fully aware of the issues that exist and to have a plan in place to resolve them that has the agreement of all involved.

5. If the above fails to resolve matters you can complain in writing to the Chair of Governors who will investigate the complaint with the school and seek to resolve the complaint in working with all parties involved.
6. If, at the end of the day, you believe the School to not have acted in the best interests of your child you can refer the complaint to the Local Education Authority. An Education Officer will work with you and the School to resolve matters. You can ask for a copy of the City Councils Complaints Procedure at School, The Education Office and at Public Libraries.