COMPLAINTS PROCEDURE

1. Any complaint concerning the Head Teacher should be made in writing to the Chair of Governors

2. If a complaint is made in writing or by telephone concerning a department or a member of staff then the matter will be referred to the Head Teacher. (See Complaints Procedure dealing with complaints against a member of staff)

3. If a complaint concerning a pupil is made
a) in writing to the form tutor, then the form tutor should refer the matter to the relevant Progress Manager

b) in writing or by telephone to the Progress Manager, then the Progress Manager will either
(i) deal with the complaint and inform the Student Support Manager of the outcome
or
(ii) refer the complaint to the Student Support Manager (member of Senior Management Team).

c) in writing or by telephone to the Head Teacher, then the Head Teacher will either
(i) deal with the complaint
or
(ii) refer the matter to the Student Support Manager or appropriate Subject Leader.

A record of any complaint concerning a pupil and the action taken will normally be kept in the pupil's confidential file.

4. If a complaint is made concerning lost property the matter will be dealt with initially by the Deputy Head responsible or, in her absence, by a member of the Senior Management team as appropriate.

5. If a complaint is received from a member of the general public the matter will be dealt with by the Head Teacher or one of the Deputy Head Teachers.

6. If a complaint is made concerning the bus or coach then the matter will be referred to
(i) the member of the Senior Management Team responsible for School Transport
or
(ii) Wilmington Schools Coach Transport
or
(iii) the bus/coach company

This procedure should be read in conjunction with the Customer Care policy

Reviewed and amended
September 2006