

## COMPLAINTS POLICY

The College seeks to work closely with parents but accepts that there may be times when a parent wishes to raise a concern. The following stages describe what parents should do in this case. If you are not satisfied with the way your concern is dealt with initially, there are several steps which you can take. We hope that this will lead to as many concerns as possible being resolved at the earliest possible opportunity. We wish to encourage informal resolution of problems wherever possible.

### **Informal Concerns**

Concerns should be raised in the first instance with the class teacher or individual member of staff, who should respond to your concern as soon as possible. You do not need to write to discuss a concern, you can ring the College and ask to see a member of staff, or ask that someone rings you. We would prefer that concerns are dealt with earlier rather than later, when problems will be more difficult to resolve, and to avoid unnecessary stress.

### **Formal Complaints**

If you do not feel that your concern has been acted on in appropriate way, please contact the Curriculum Team Leader, if the complaint is about a subject or a teacher, and the Year Team Leader if it is about your daughter's welfare or general situation at College.

If you are still unable to resolve the problem you should write to the Principal. If you wish to raise a concern about the curriculum, or to withdraw your child from Sex Education or Religious Education, you should also write to the Principal. The Principal will investigate your complaint and may feel it is best to invite you to come in to College to discuss it. Wherever possible your complaint will be dealt with immediately however we will respond to you within 10 working days

If this does not resolve the issue, you should write to the Chair of Governors and hand it to the school office. The Chair of Governors will want to consider your complaint fully, and may feel that an investigation by an independent person is necessary. In this instance the Chair of Governors will respond within 10 working days.

Ultimately if this does not resolve the issue you should put your complaint in writing to the Clerk of the Governors via the school office. A Governing body complaints panel will then be convened. You will be contacted to tell you what arrangements have been made for your complaint to be considered. A Panel meeting will be held within 15 days, and you will be invited to attend to put your side of the matter forward.

This guidance does not apply to complaints about Exclusions and Special Needs. In these cases there are more specific procedures which you will be informed of, if this is relevant to your daughter.

We feel that it is important that parents are confident that their concerns will be treated fairly, promptly and consistently. We hope that the process of dealing with complaints will help us to improve the services which we offer to students and parents, and ultimately raise standards.

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