

## HOW TO COMPLAIN

We aim to deliver education of the highest standard, however on occasions we may fall short of your expectations. This leaflet explains what to do if you have a complaint. There are three simple steps you can take, which will help us deal with your complaint quickly and fairly. Our support and respect for you and your child will not be affected in any way.

Tell us about your complaint as soon as possible. Talk to your child's Form Tutor or Key Stage or Year Leader. If you prefer, you can ask to speak to the Headteacher, Deputy or Assistant Headteachers. It's best to make an appointment by ringing:

Mrs N Mason for Senior Staff

Mrs L Coates Y7 (Mon to Wed)

Ms K Greening Y7 (Thur & Fri)

Mrs A Howard (KS3)

Mrs S Pearson (KS4)

Mrs M Mountain (KS5)

**School Telephone Number - 0114 2369991**

If you are not satisfied with the response, you can make your complaint in writing to the Headteacher. She will ask to meet you to discuss the problem. Again, take a friend or relative with you if you wish. The Headteacher will investigate the complaint and may talk to any staff or students involved. You will then receive a written response.

If you are still unhappy, you can contact the Chair of Governors (via school) and your complaint can be referred to the Board of Governors. You will be invited to speak to a panel of Governors at a meeting which the Headteacher will also attend. A written statement will be sent to both parties explaining the panel's decision. It will also explain how you can take the matter further if you wish.