

How complaints are handled

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.

1. Tell us about your complaint as soon as possible. Talk to your child's Form Tutor or Key Stage or Year Leader.

It's best to make an appointment by ringing:

- Mrs N Mason for Senior Staff.
- Mrs L Coates Year 7 (Mon to Wed).
- Ms K Greening Year 7 (Thur & Fri).
- Miss E Jackson (Key Stage 3).
- Mrs S Pearson (Wed, Thurs, Fri) and Ms K Greening (Mon, Tues) - (Key Stage 4).
- Mrs M Mountain (Key Stage 5).

School Telephone Number: 0114 236 9991.

2. If you are not satisfied with the response, you can make your complaint in writing to the Head of School. She may contact you to discuss the problem. If you meet her you may take a friend or relative with you if you wish. The Head of School will investigate the complaint and may talk to any staff or students involved. You will then receive a written response.
3. If you are still unhappy, you can write to the Chair of Governors (email: chairofgovernors@silverdaletrust.org) who will investigate and respond to your complaint. The letter will contain information about what to do if you wish to take the matter further.