**Compliments, Concerns and Complaints**

We always aim to provide a high standard of academic and pastoral support and maintain excellent relationships with parents.

The views of our parents and pupils’ are important to help to ensure our provision is consistently meeting people’s needs. If you are unhappy with any aspect, it is important that you let us know.

Just like any other professional body, we appreciate supportive complimentary comments, as well as those for improvement. Concerns are always best dealt with personally and in spoken conversation, with Form Tutors. This will allow the School to handle the concern more effectively.

The School Office will make appointments with Form Tutors at a mutually-convenient time, and will ask you to complete the form overleaf beforehand so we can effectively deal with your concern. If this cannot be resolved at this stage, the Form Tutors will refer the matter to the Senior Management Team.

It is a fundamental tenet of fairness that individuals, against whom a complaint has been made, have a case to answer. Therefore detailed evidence and witnesses will need to be provided in order to deal with the matter effectively and fairly. We then investigate concerns with sensitivity and without pre-judgement.

We guide and teach our pupils to maintain excellent conduct at all times. Even with the best of these intentions, we cannot be responsible for the action of pupils outside of school or on social media, nor are we the conduit for informing other parents of their children’s actions. This is a partnership supporting parents, but not acting on their behalf.

Finally, the reward and sanction systems and the behavioural ‘staircase’ is as important for you and the pupils as it is for us. Please be aware of it, and share the contents with your child. A copy is available on request.

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| **For Office Use** | **Date and time** |
| Form tutor informed? |  |
| Appointment made? |  |
| Evidence provided? |  |
| Investigation complete? |  |
| Papers filed in tutor and pupil folders and Schoolbase? |  |
| Matter resolved by Form Tutor? |  |
| Feedback to Parents? |  |
| Referral necessary to SMT? |  |
| Resolution |  |
| Notes |

|  |  |
| --- | --- |
| **Pupil Name** |  |
| Form and Form Tutor |  |
| **Parent Name** |  |
| Phone number for contact |  |
| Synopsis of Concern |  |
| Location and time of event |  |
| Individuals Involved |  |
| Evidence of event e.g. screenshots, letters etc |  |
| Witness Names |  |
| Has the matter been raised with your Form Tutor previously? |  |
| What remedy is sought? |  |
| Notes |  |