



## **WHAT TO DO IF YOU WANT TO COMPLAIN**

The official complaint procedure is available on the school website (statutory Information).

We would rather resolve your worries before they become complaints. NO PROBLEM IS TOO SMALL - if you are unhappy, please come and tell us about it.

The first person to see if you have a concern is the class teacher - or the Pastoral Manager, Mrs Allen. The next person to see, if your complaint is not resolved, is the Headteacher, Mrs Wright. If you are still not satisfied, you will need to write to the Chair of the Executive Governance Group, David Peters, with details of your complaint.

In the unlikely event of us being unable to help you, you are entitled to contact the Academy Trust Board.

See the policy for full details.