



# Tytherington High School

## Complaints policy

### How to complain

#### If you have a problem we will listen and try to help

At Tytherington we aim to offer an educational experience of the highest quality. However we recognise that there may be occasions when there might be concerns or a cause to complain. This document explains how and to whom complaints should be made. The policy is supported by flow diagrams which are designed to help you through this process.

- Parents and pupils and members of the community have a right to have their views considered when they have a concern about the school.
- Consideration will be given to all complaints made either verbally or in written form. Complaints should normally be addressed to the appropriate member of staff (refer to flow diagram).
- Our target is to make an initial response within 2 working days of receipt of a complaint. At the very least this will be an acknowledgment of receipt of the complaint with an indication of how and when a response will be made.
- Agreement will be sought on the most appropriate method of considering the issues raised, through written correspondence, e-mail, telephone, or through a pre-arranged meeting, or a suitable combination of these methods of communication.
- Normally complaints will be dealt with, in the first instance, by the person responsible for that specific area of the schools remit. For example, for a pupil, this could be a form tutor, a subject teacher or a pastoral or academic manager.
- If a satisfactory outcome is not achieved then the complaint should be referred to the appropriate line manager for further advice/ action
- Where a satisfactory solution has not been achieved then the Headteacher will consider the complaint and make a response having taken into account any previous communication.
- Should there be no satisfactory solution to a complaint then the complainant should make representation in writing to the Chairman of the Governing Body by contacting the Clerk to Governors at the School address.
- Further representation can be made to the Local Education Authority by writing to the Area Education Manager, at District Office, Wilmslow

*Reviewed and approved at Committee C meeting held 6.3.08*