

WOODLANDS COMMUNITY COLLEGE

Complaints Procedure

The College endeavours to respond quickly and sensitively to concerns or complaints which parents may have about any aspect of their child's education. This procedure is intended to outline the process parents should follow in the event of such a complaint or concern arising.

In the first instance, parents should contact their child's Assistant Year Leader to discuss their complaint. If they are not satisfied with the outcome they should then contact the appropriate Year Leader. If they are still not satisfied with the response, they should contact the appropriate member of the Senior Leadership Team:

Year 7	Mr K. Baker, Specialist School Coordinator
Year 8	Mr N. Mann, Leader of Pupil Support Services
Year 9	Mr B. Bond, Assistant Headteacher
Year 10	Miss E. Grainger, Assistant Headteacher
Year 11	Mrs P. Wood, Assistant Headteacher

Should the matter still not be resolved, parents of pupils in Year 7, 8 or 9 are asked to make an appointment to see Mr Webber, Deputy Headteacher. Parents of pupils in Year 10 or 11 are asked to make an appointment to see Mrs Ballard, Deputy Headteacher.

Our aim is that the matter should be investigated and resolved by this point. However, if the complaint remains unresolved, then parents should contact the Head Teacher by telephone or in writing.

In the event that the issue has still not been resolved to their satisfaction, then the parents should contact the Chair of Governors who will review matters with the Head Teacher and endeavour to resolve the issue.

If the matter is not resolved at this point, the complaint will be investigated thoroughly and formally by a panel of Governors. The results of this investigation will be conveyed to all parties in writing.

It is the aim of Woodlands Community College to resolve any complaints as efficiently as possible.

September 2009