



respect resilience responsibility

Complaints Procedure

Date: September 2018

Review Date: September 2019

The school 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 the Subject Leader or Year leader as appropriate. If they are still not satisfied with the response, the complaint should be escalated to the SLT line manager linked to the area of complaint.

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 complainant should request, in writing, a review of the decision by a panel of Governors. The panel should meet within 15 working days of the Chair of Governors receiving a written request. 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.