



*respect    resilience    responsibility*

## **Student Complaints Procedure**

Date:            September 2018

Review Date:   September 2019

The College endeavours to respond quickly and sensitively to concerns or complaints which students may have about any aspect of their life in school. This procedure is intended to outline the process students should follow in the event of such a complaint or concern arising. However, students should be reassured that they can speak to any member of staff if they have any worries, and that the member of staff will make sure that the information is passed on as appropriate.

In the first instance, students should raise their concerns with their teacher or tutor. If the matter is not resolved, they should then discuss their complaint with:

- Their Assistant Year Leader
- Their Year Leader

If students wish to raise their complaint with a member of the Senior Leadership Team, they should speak to Miss N Iverson.

Our aim is that the matter should be investigated and resolved by this point. However, if the complaint remains unresolved, then students should speak to the Head Teacher.

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