

Holly Lodge High School

Science College



Compliments and Complaints September 2018

Date Adopted: _____

To be reviewed: _____

Signed by Governors: _____

Signed by Head Teacher _____

COMPLIMENTS/COMPLAINTS POLICY

We are always delighted when we receive compliments by whatever means they are communicated.

If, however, you have any concerns about an aspect of the school, please raise it with an appropriate member of staff, including the Head Teacher.

At Holly Lodge, we will always treat issues raised in this way seriously as we wish to work closely with parents/carers and improve the way in which we do things if possible. We would therefore expect parents to raise issues with us in an appropriate and acceptable manner. If appropriate, we will meet and discuss matters with you in order to resolve problems.

If you are not happy with the response you are given, please make contact with the Head Teacher directly, preferably in writing. The Head Teacher will then investigate the matter thoroughly and respond to you as appropriate. If necessary, a meeting will be arranged to discuss issues.

At all stages, we will keep records of correspondence and other communications.

If you are not happy with the response you are given or if your complaint concerns the Head Teacher directly, please make contact with the Chair of Governors in writing, c/o Holly Lodge High School.

If you are not happy with the response given, please make contact with the Local Education Authority who will advise you of procedures.

The attached flow chart outlines the process that must be followed.

