

**Outcomes
First
Group.**

Complaints Procedure for Pupils

The Tower School
September 2023

Headteacher: Lauren Gibbs

All students have the right to speak up about any issue that is concerning them. School staff will do everything possible to address student complaints accordingly.

You can make a complaint:



Verbally



In an email



In a letter



By telephone

You can tell your complaint to many people. This includes:

- ✓ Your teacher or form tutor or trusted adult.
- ✓ Your school council representative.
- ✓ A member of the Senior Leadership Team.
- ✓ Any of the therapists during your therapy time.
- ✓ Any member of staff at any time.

What will happen when you make a complaint?

- a) The member of staff to whom you make your complaint will try and resolve the issue for you. If he/she cannot resolve the issue, and neither can your Form tutor, they will refer the complaint to the Senior Leadership Team.
- b) A member of the Senior Leadership Team may ask to see you for further details.
- c) A member of the Senior Leadership Team will respond to you within ten days with an initial response or final outcome to your complaint. If appropriate your parent/carers may also be contacted.
- d) If you are dissatisfied with how your complaint has been handled or resolved, you may appeal to them who will respond to you with a decision within five days.
- e) If you are still dissatisfied, you may request to speak to the Regional Director and an appointment will be arranged.

If you do not tell us that you have a problem, we may not be able to help.

If you have any concerns, comments, or even compliments, let us know.