

**Outcomes  
First  
Group.**

# Complaints Procedure for Pupils

The Tower School  
September 2024

Headteacher: Lauren Gibbs

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

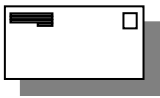
### You can make a complaint:



Verbally



In an email



In a letter



By telephone

### You can address your complaint:

- To your teacher or form tutor
- To a Big 8 representative
- To any member of staff in school
- To any of the clinical team during your therapy time
- To a member of the Senior Leadership Team

### What will happen when you make a complaint?

- a) The member of staff will try and resolve the complaint for you. If they cannot resolve the complaint, they will refer the complaint to the senior leadership team
- b) A member of the senior leadership team may ask to meet with you for further details
- c) Although you may speak to any member of staff, there may be occasions where information will have to be referred to other agencies outside of the school
- d) The Headteacher will write to you within 10 days with an initial response or final outcome to your complaint. If appropriate your parent/carer may also be contacted.
- e) You may wish to speak to an adult from an outside agency. The school will, wherever possible, put you in contact with a representative of the appropriate agency.
- f) If you are unhappy with how your complaint has been handled or the outcome, you may appeal to the Headteacher, who will respond to you with a final decision within 5 days.
- g) If you are still unhappy, you may request to speak to the Directors and an appointment will be arranged for you within 10 days.

**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.**