



Outcomes
First Group

Complaints Procedure for Pupils

The Tower School

Complaints Procedure for Pupils

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.

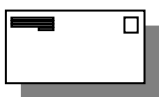
You can make a complaint:



Verbally



In an email



In a letter



By telephone

You can address your complaint:

- To your teacher or form tutor
- To a Student Council 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.



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