



Outcomes  
First Group

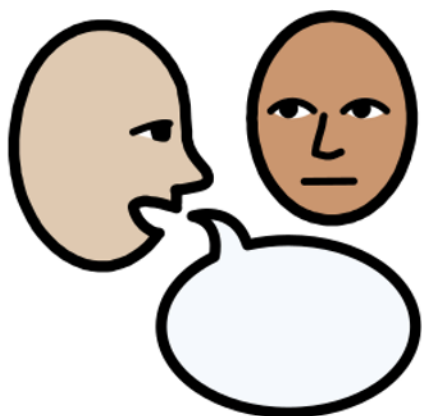
# Complaints Procedure for Pupils

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:



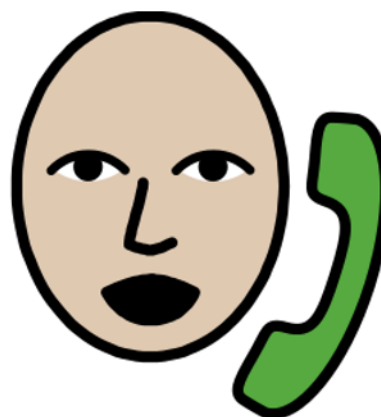
**Verbally**



**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
- 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.**



Do you have a problem or complaint?



**You can talk to:**



**-Your teacher**



**-Your form tutor**



**-A Student Council member**



**-Any member of school staff**



**-A member of the Clinical Team**



**-A member of the Senior Leadership Team**

   
What happens next?

   
•We will listen to you.

    
•We will try to help solve the problem.

    
•We may ask you some questions so we can understand.

   
•We may need to speak to other people who can help.

  
•We will tell you what we are going to do.

   
•If you are still unhappy

    
•You can speak to the Headteacher.



 •You can ask for your complaint to be
 

 looked at again.


 •If you are
 
 still
 
 unhappy, you can
 
 ask
 
 to
 
 speak to


 the Directors.


  
Remember


 If something is worrying
 
 you,
 
 tell
 
 someone.

?!

We can only help if we know there is a problem.


 We want to hear
 
 your concerns,
 
 ideas,
 
 comments
 
 and


 compliments.



Outcomes  
First Group