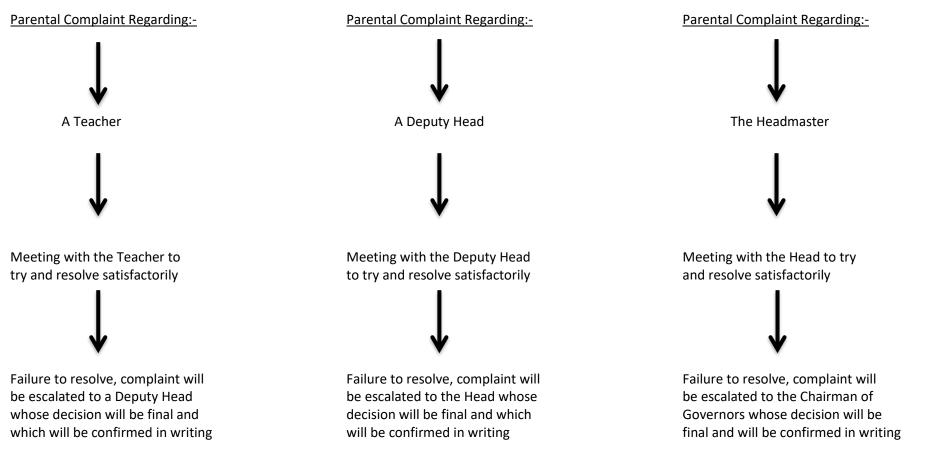
## **Complaints Procedure For Parents**

All concerns or complaints regarding <u>safeguarding</u> are dealt with by the School's Senior Staff Member responsible for the protection of children and separate procedures are in place for this process. The School's Safeguarding Officer is Mr Philip Nicholls.

The School's Complaints Officer is the Headmaster's Professional Assistant. The Complaints Officer will consider the nature of all non-safeguarding issues, including Data Protection complaints and conclude if these should be addressed as matters of concern or complaint. Concerns will be acknowledged and usually dealt with by the Personal Tutor. In circumstances where parents disagree with the decision of the Complaints Officer and wish to follow the School's Complaints Procedure, the matter will be referred to the Clerk to the Governors for further consideration. Under these circumstances, the Clerk's decision as to whether the issue should be dealt with as a concern or complaint will be final.

In the event of a complaint, there are three pathways which can be followed as a course of redress:-



Please note: complaints must be received in writing addressed to the Complaints Officer - no emails will be accepted

In the event of a complaint being made, every effort will be made to achieve a satisfactory outcome for all parties concerned.