

Thomas Telford School



Concerns & Complaints Policy

April 2026

**(for members of the community other than parents/carers of
students at the School)**

This policy is designed to meet the standards set out in the Education (Independent Schools Standards) Regulations 2014 and guidance issued 27 January 2015.

The type of concern/complaints in this category may vary widely. It could be behaviour of students in the community, witnessing a criminal offence, concern over a safeguarding issue, a Data Protection complaint or the unprofessional behaviour of an employee. The range and variation of concerns/complaints can be unlimited, and it is therefore difficult to have a precise mechanism through which to process all concerns/complaints as they may be the responsibility of other public services such as Police, Safeguarding Board, Social Services, Information Commissioners Office (ICO), Housing Trust etc.

Please note: Admissions are an exception to this Complaints Procedure. Any concerns or complaints relating to school admissions are handled through the separate admissions process and, where applicable, the formal appeals procedure.

Notwithstanding the range of issues which can be raised, the School will do all it reasonably can to resolve issues or provide advice regarding alternative organisations which are more appropriate to deal with the matter.

The School will therefore process concerns/complaints other than those from parents/students as follows:

1. In the first instance ask to speak the Concerns/Complaints Officer, Mrs Kelly Burnett. Mrs Burnett can be reached by telephone: (01952) 200000 or email: kburnett@ttsonline.net
2. The Concerns/Complaints Officer will then seek advice on the most appropriate person or organisation to deal with the concern/complaint and advise accordingly
3. If the matter is to be dealt with internally by the School, it will be processed using the most appropriate policy which will be made available to the person expressing the concern/complaint. For example, a safeguarding issue would have to be processed using the School's policy which is compliant with Safeguarding Board procedures
4. All policies used by the School are accessible via the School website
5. If it was deemed more appropriate for an external organisation to deal with the matter such as a criminal offence, advice would be to contact the Police. In certain cases, the Police might wish to work in cooperation with the School

The School values the interest that members of the community take to help us build a cohesive, mutually supportive, caring, respected and crime free community which everyone can all be proud of. The School will therefore work as supportively and cooperatively as it can to help resolve all issues of concern/complaint that are raised by members of the community for which this policy is designed.

If the complainant is not satisfied with the handling of their complaint, then he/she may wish to seek recourse via the DfE: <https://www.gov.uk/complain-about-school>

If the matter has been dealt with through another service such as the Police or Safeguarding Board, dissatisfied complainants will be advised to refer their dissatisfaction through the appropriate service.

General Data Protection Regulation (GDPR) – Data will be processed to be in line with our requirements and protections set out in the UK GDPR, Data Protection Act as amended by the Data (Use and Access) Act 2025.