

St Olave's Grammar School



COMPLAINTS PROCEDURE

1. The first point of contact for raising concerns or complaints is a pupil's Form Tutor. Attempts should be made first of all to resolve the matter either with the Form Tutor or in discussion with the Head of Year/Department or other appropriate senior member of staff.
2. Where a meeting is requested in writing by parents it should be arranged within ten working days of the request being made.
3. Where the matter cannot be resolved under the procedures referred to above, a formal written notice of the concern or complaint should be submitted to the Headmaster. This should set out in detail the matter of concern or complaint. The Headmaster should respond in writing within ten working days of receipt of the written notice and if necessary arrange a meeting, with the complainant, to consider the response.
4. Where the matter cannot be resolved under the procedures referred to under Section 3, a formal written notice of the concern or complaint should be sent to the Chairman of Governors. This should be clearly marked "Confidential for the personal attention of the Chairman of Governors" c/o St Olave's Grammar School.
5. The Chairman of Governors will investigate the complaint or concern. If appropriate and/or necessary a meeting will be convened of the appropriate Committee or, at the Chairman/s discretion, the matter may be referred subsequently to the full Governing Body. The Chairman of Governors will respond in writing within fifteen working days except that a longer period may be required should the full Governing Body be involved.