



Saint Olave's Grammar School

London 1571

Acting Headmaster: A. Rees BSc.

Ref: AJR/TT/18 July 2018

Dear Parent(s)/Carer(s) and Staff

Please find attached the School's Complaints Procedure, which was updated during this academic year and can be found on the School Website.

Recommendation 7 from the Report of Investigation into St. Olave's Grammar School states: *To restore confidence in the complaints policy and move from a situation where people do not think it is worth complaining because they won't be given a hearing:*

- **That a positive effort is made to ensure that staff, parents and the wider school community are aware that there is a completely new complaints policy;**

Please do not hesitate to contact me if you have any further questions.

Your sincerely

Andrew Rees
Acting Headmaster

