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COMPLAINTS PROCEDURES

DULLIAU O WEITHREDU CWYNION

Pupil Appeal Procedure

1. In the first instance any genuine grievance should be reported to the Learning Leader, who will intercede. The normal procedure for a pupil appeal is for the pupil to talk the matter over with his/her own form tutor or subject teacher or Learning Leader. Most matters can be dealt with by a form tutor's help and advice.
2. For a minor genuine grievance the form tutor, subject teacher or Learning Leader will intercede with the person(s) concerned. This is on the understanding that if the pupil who is making the complaint is proved to be at fault then a sanction might well be applied. However if it is a staff decision that if found to have been made in error or seen as genuinely too harsh, a solution will be attempted.
3. If this is not successful then the appeal will be passed onto the appropriate Assistant Headteacher and, if necessary, trigger the formal complaints procedure (see below).

Parent Concerns

1. Parents are asked to discuss any issue of concern with the Learning Leader and this should always be the first line of contact.
2. Should a parent remain unhappy with the situation and wish to discuss it further, then parents should contact the relevant Assistant Headteacher:

Key Stage 3 – Mrs T Bramer

Key Stage 4 – Mr R Williams

Key Stage 5 – Mrs R Salmon

3. In the event of things not being satisfactorily resolved, parents have the right to move to the school's formal complaints procedure. In this situation, the complaint must be made in writing (**by completing the complaints form available on the website**), marked 'Complaints Officer' and sent to Mrs J Gillespie.
4. If, after our best efforts, parents remain concerned then the Complaints Committee of the Governing Body are willing to be consulted.

Please contact the school and the Clerk to the Governors will supply you with a Parent Governor telephone number.