



George Spencer Academy

Complaints Procedure

“LISTENING TO OUR COMMUNITY”

We aim for all our students to benefit from the best possible education, within a happy, safe, and caring environment. All our staff, teaching and non-teaching, are dedicated to this aim. If you think that we are not living up to your expectations of us we want to know about it so that we may have the opportunity to consider your views and, if appropriate, to put things right. We would also like to hear about the things you think we do well.

1. If you do have a concern or complaint, please inform the class teacher or learning manager in the first instance.
2. If he/she cannot resolve the matter you should consult the relevant Curriculum Leader, Director of Learning, or member of the Leadership Team. Thereafter, the Head of School may become involved.
3. Concerns expressed by members of the public with no direct connection to the school should be addressed to the Head of School.
4. If appropriate, concerns or complaints will be referred to the Principal.
5. Complaints will normally be resolved at this stage. If this is not possible you should write to the Clerk to the Governing Body, at the school address, who will pass your complaint to the appropriate committee of the Governing Body, or to the Chair of Governors.
6. You will normally receive a written response on behalf of the Governing Body and you may be invited to attend a meeting with Governors to discuss your concerns. The Principal/Head of School would also attend.
7. If you are still not satisfied, you may choose to contact the Local Education Authority. The LEA only has powers to investigate complaints about the curriculum, religious education and collective worship, charging policy, and the provision of information required by law.

We hope to deal with your concern or complaint in a professional and reasonable manner. Thank you for considering this procedure.