



## COMPLAINTS PROCEDURE FOR STUDENTS

### POLICY FOLDER: OPTIONS AUTISM & LD – BASTON HOUSE SCHOOL

All students have the right to speak up about any issue that is concerning them, and college and school staff will do everything possible to address student complaints satisfactorily.

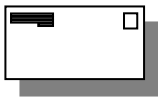
#### You can make a complaint:



Verbally



In an email



In a letter



By telephone

#### You can address your complaint:

- To your teacher or form tutor.
- To your school council representative.
- To a member of the Senior Management Team.
- To any of the therapists during your therapy time.
- To any member of staff at any time.

#### What will happen when you make a complaint?

- a) The member of staff to whom you make your complaint will try and resolve the issue for you. If he/she cannot resolve the issue they will refer the complaint to the Senior Management Team.
- b) The Headteacher or the Deputy / Assistant Headteacher may ask to see you for further details.
- c) The Headteacher or the Deputy / Assistant Headteacher will write to you within ten days with an initial response or final outcome to your complaint. If appropriate your parent/carer may also be contacted.
- d) If you are dissatisfied with how your complaint has been handled or resolved, you may appeal to them who will respond to you with a decision within five days.
- e) If you are still dissatisfied, you may request to speak to the Directors and an appointment will be arranged within ten days.

**If you do not tell us that you have a problem, we may not be able to help.**

**If you have any concerns, comments, or even compliments, let us know.**