

**Outcomes  
First  
Group.**

# Complaints Procedure for Pupils

Baston House School  
July 2022

Headteacher: Adam De Vecchi

All students have the right to speak up about any issue that is concerning them. School staff will do everything possible to address student complaints accordingly.

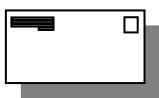
### You can make a complaint:



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) A member of the Senior Management Team may ask to see you for further details.
- c) A member of the Senior Management Team 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.**