



Complaints Procedure

Responsible Staff	CM/HS
Governors Committee Responsible	Full Governing Board
Date Approved	October 2019
Review Date	Annually

Complaints Procedure

Exhall Grange Specialist School is proud of the relationship it has with parents, carers and other members of the community. Unfortunately, from time to time, queries or concerns can arise.

Queries or concerns are more easily resolved if they are raised as soon as possible after something has happened.

Whatever the issue, the important thing is to talk to someone at school as soon as you can. It may be all that you need to resolve the concern. If you are still unhappy after that, we will tell you how you can take the matter further. We will tell you what will happen and whom to contact.

If you have a query, please discuss it with the Headteacher, Mrs Marshall, or a member of the Senior Leadership Team. They will either respond immediately or as soon as they have the necessary information. You will be given a time or a date by which they will get back to you.

If you prefer, you can put your query or concern in writing or contact us by email.

Please give as much information as possible, it will help us resolve the query or concern quicker.

A copy of the Warwickshire County Council Complaints procedure is available at

<http://www.warwickshire.gov.uk/schoolcomplaints>