

## Pupil and Student Complaints

You can make a complaint if you think something is wrong with the way school is being run. A complaint is when you tell a member of staff. We will take a complaint very seriously.

First, if you are concerned or upset you should speak to:

1



Mr Morton Mr Perry Mrs Godfrey Mr Oliver Mrs Wells Mrs Scanlon

You could also speak to any other adult in school like:

- Your tutor
- Link worker
- Teacher
- Assistant
- Learning Mentor

Next, your complaint will be taken to:

2



Miss Maxted Mrs Louw Mrs Willis

She will deal with your complaint and try to sort it out.

If you are still upset and concerned you must speak to Mrs Drayton.

3



She will tell you what she will do to help you.

If you are still upset and concerned you should contact:

4



Dr Willett, Independent Visitor;  
Through the school nurse or on  
01428 683174



Mr Cowdery Chair of Governors,  
through the front office.

These are other places outside of school that can help with complaints:

- The Children's Rights Director on 0800 5280731
- National Youth Advocacy Service on 0300 330 3131
- Childline 0800 1111
- NSPCC 0808 800500
- Surrey Social Services 01483 579808

Remember there is always someone to talk to if you need help and support.