

Complaints Procedure for Students

Cambian Spring Hill School

All young people have the right to speak up about any issue that is concerning them, and school staff will do everything possible to address each complaint satisfactorily.

How can you can make a Complaint?

By speaking to staff



Created by Diego Chavez
from Noun Project

By e-mail



Created by Stefano Grassi
from Noun Project

In a letter



Created by Martin Klöber
from Noun Project

By telephone



Who can help you with your complaint?

- Your teacher, form tutor or key worker
- Your school council representative
- A member of the Senior Management Team – Sam, Caroline, Emma, Carlie, Rom or John
- Any of the therapists during your therapy time
- Any member of staff at any time – including the office staff, cooks or maintenance team

What will happen when you make a Complaint?

1. Staff are here to help and will always listen carefully to any concerns you have. If he/she cannot solve the issue, they will speak to their manager to help resolve the matter
2. Sam, Caroline, Emma, Carlie, Rom or John may ask to have a chat with you about your complaint
3. Either Sam, Caroline, Emma, Carlie, Rom or John will write to you within 10 working with a reply to your complaint. The letter will tell you what they have done and what might happen next. They may wish to share the letter with your parents and/or Social Worker
4. If you are unhappy with the outcome or how your complaint has been handled, you may discuss your concerns again and you will receive a decision within 5 working days
5. If you are still unhappy, you may request to speak to Richard Winzor (our Regional Lead) and an appointment will be arranged as quickly as possible.

If you do not tell us that you have a problem it is difficult for us to help.

If you have any concerns, comments, or even compliments and praise, please tell us!