

# 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 Orger Orger  
from Nazim Project

By e-mail



Created by Stefania Orgero  
from Nazim Project

In a letter



Created by Moudi Al-Rain  
from Nazim Project

By telephone



### Who can help you with your complaint?

- Your teacher or form tutor
- Your school council representative
- A member of the Senior Management Team
- Any of the therapists during your therapy time
- Any member of staff at any time – including the office staff, lunch staff or maintenance team

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

1. The member of staff, to whom you make your complaint, will try and solve the issue for you. If he/she cannot solve the issue they will pass the complaint to the Senior Management Team.
2. Sam Campbell, Val Clayden, or Christine Sherman may ask to see you so you can talk things through and discuss a way forward.
3. Sam Campbell, Val Clayden or Christine Sherman will write to you within ten days with a response or final outcome to your complaint. If appropriate your parent/carer or Social Worker may also be contacted.
4. If you are unhappy with how your complaint has been handled, you may discuss your concerns again and you will receive a decision within five school days.
5. If you are still unhappy, you can request to speak to Naseem Akhtar (our Regional Education Lead) and an appointment will be arranged so that you can talk to her.

**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!**