

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



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By e-mail



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In a letter



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By 'phone



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
- Any of the therapists during your therapy time
- Any member of staff at any time – including the office staff 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 immediately, they will speak to their manager
2. Sam, Rom, Christine or John may ask to have a chat with you about your complaint
3. Either Sam, Rom, Christine or John will write to you within 10 days with a reply to your complaint. The letter will tell you what they have done about it and what might happen next. If appropriate your parent/carer or Social Worker may also be contacted.
4. If you are unhappy with how your complaint has been handled or decided, you may discuss your concerns again and you will receive a decision within five working days.
5. If you are still dissatisfied, you may request to speak to Naseem Akhtar or a NYAS Advocate 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!