

# SWANWICK SCHOOL & SPORTS COLLEGE

## Pupil / Parent / Carer Guidance `How to deal with a Complaint`

**If you are concerned or anxious about something, or wish to make a complaint about any aspect of your care or treatment at Swanwick School and Sports College, you can do the following;**

- Discuss the problem / complaint with your class tutor team or if it is an Early Help concern please get in touch with a member of the Pastoral Team.

- Discuss the problem or complaint with a member of the Senior Leadership Team.

(Co Headteacher: - Chris Greenhough, Co Headteacher: - Danielle England, Assistant Headteacher: - Charlotte McKee, Assistant Headteacher: - Leigh Parry)

- If you feel unable to discuss with any of these staff members then please contact any of the numbers listed below.

**Chair of Governors: Mrs Karen Hudson:- [khudson@swanwicksportscollege.derbyshire.sch.uk](mailto:khudson@swanwicksportscollege.derbyshire.sch.uk)**

**Local Education Authority                      01629 580000**

**OFSTED Contact Number                      03001231231**

**CHILDLINE 0800 11 11**