

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.

(Headteacher: - Danielle England, Deputy Headteacher: - Charlotte McKee, Deputy Headteacher: - Leigh Parry), Assistant Headteacher: - Hayden Waite)

- 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

Local Education Authority 01629 580000

OFSTED Contact Number 03001231231

CHILDLINE 0800 11 11