

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, Giles Bradley, Charlotte McKee, Ben Norman)
- If you feel unable to discuss with any of these staff members then please contact any of the numbers listed below.

Local Education Authority 01629 580000

OFSTED Contact Number 03001231231

CHILDLINE 0800 11 11