



## THE SACRED HEART LANGUAGE COLLEGE COMPLAINTS PROCEDURE

The Sacred Heart Language College is confident that we work hard for our pupils and in their best interests. In the Parents' handbook, the page "What to do if ..." should cover most concerns that parents have. Very occasionally however, a parent may wish to make a complaint. Please **think carefully** before doing so. We always take complaints very seriously and this is time consuming and often stressful. If you have a concern please contact your child's Form Tutor and then, her Head of Year. Should you decide that you wish to make a **formal complaint** about a school procedure please contact one of the Senior Team:

- Ms Sorohan – Deputy Headteacher
- Ms Nolan – Deputy Headteacher

**Should you wish to make a complaint about a member of staff, please write to the Headteacher or telephone the school to make an appointment to meet with her.**

Our normal expectation is that the Headteacher will be able to resolve your complaint. It is she who has responsibility for the day to day running of the school and all matters **MUST** be referred to her.

However, if you have met with the Headteacher and you still consider your complaint to be unresolved, the matter may be referred to the Governors. The details of these procedures **MUST** be discussed with the Headteacher **BEFORE** writing to the Governors, since contact with the Governors at too early a stage may prejudice further procedures.

Complaints which are referred to the Governors are **MOST SERIOUS**. Discuss with the Headteacher whether you or she will make the referral. Should you be the person to do so, your complaint should be **IN WRITING** and addressed to The Chair of Governors at the school.

Please note that the school cannot give telephone contact details for the Chair of Governors or for any other Governors.

The Sacred Heart Language College is a voluntary-aided school. Thus the London Borough Harrow cannot deal with parental complaints regarding this school. The procedures detailed above are the correct procedures to follow.