



## The Telford Priory School Complaints Policy

### Appendix 1 – Informal Arrangements

#### WHO TO SPEAK TO IF YOU HAVE A PROBLEM AT THE TELFORD PRIORY SCHOOL

At The Telford Priory School we are constantly striving to improve our practice. When parents have a concern about their child's education we would hope they would contact us without hesitation. There are existing points of information available to parents:

- Website – [www.telfordprioryschool.co.uk](http://www.telfordprioryschool.co.uk)

If there are problems or concerns the following chart should be used as a guide. The first point of contact should be with the member of staff closest to the problem. We are pleased to note that most problems are quickly resolved at this point.

Nature of Concern	Point of Contact
Concern in lesson Unresolved problem in lesson after consultation with subject teacher Unresolved problem in lesson, after consultation with Head of Department and Assistant Headteacher	Head of Department Assistant Headteacher Mr I Iqbal – Deputy Headteacher
Problem in Tutor Group, around the school or on the way to/from school Unresolved problem in Tutor Group, around the school or on the way to/from school after consultation with Tutor Unresolved problem in Tutor Group, around the school or on the way to/from school after consultation with the Tutor and Head of House	The Tutor Head of House SLT attached to House
Concern with the office, reception, switchboard, etc. Unresolved problem with the office after contact with the School Business Manager	Mrs J Couch School Business Manager Mr I Iqbal – Deputy Headteacher
Concern over Health & Safety	Mr S Allen Facilities Manager
Problem on a school trip/visit/or out of school hours activity Unresolved problem concerning a trip, visit or out of school hours activity after contact with teacher responsible	The organising teacher or Head of Department Head of department/Head of House (dependent upon type of trip)
Unresolved problem with uniform Unresolved problem with uniform after consultation with Tutor Unresolved problem after consultation with Tutor and Head of House Unresolved problem after consultation with Tutor, Assistant Pastoral Lead and Head of House	The Tutor Head of House SLT – Ms Murdoch



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Problem with SEN provision Unresolved problem concerning SEN provision	Miss H Phillips – SENDCO Ms S Murdoch Deputy Headteacher- Relationships
Problem with admission: Years 7 – 11 Unresolved problem with admission after consultation with Admissions Officer	Mrs V Swift – PA to Headteacher Ms S Murdoch Deputy Headteacher - Relationships
Problem with Transport to and from school	Mrs J Couch School Business Manager
Unresolved problem with any of the above after consultation with all relevant staff	Ms S Jordan Headteacher
Unresolved problem with any of the above after consultation with all relevant staff and the Headteacher	Refer to complaints procedure

### Guidelines

You should write to the relevant member of staff

- On receipt of a letter, staff will usually respond to you within 72 hours to indicate their preliminary action
- Investigations can take time, but it is hoped that a fuller investigation/report to parents will be ready within a school working week
- **SLT attached to Houses**
  - Churchill House Mrs Smith
  - Elgar House Mr Edwards
  - Newton House Ms Blackford
  - Shakespeare House Mrs Thomas
- **Heads of Department**
  - Head of PE Ms Brazier
  - Head of MFL Mr Cotterill
  - Head of RS Mrs Newbury-Buckley
  - Head of Geography Mr Parker
  - Head of History Mrs Sloan
  - Head of English Ms Antonio
  - Head of Maths Mr Price
  - Head of Science Mrs Taylor-Lloyd