



The Telford Priory School Complaints Procedure

At The Telford Priory School we aim to work with all stakeholders in a proactive manner to offer our students the best possible education whilst also serving our wider community, but sometimes, we might have to work together to resolve an issue that has arisen. Our aim is to resolve any issues in a timely and efficient manner.

As a School, we aim to work with all individuals directly to resolve any issues that arise. In the first instance, we encourage any stakeholders who have a concern to raise it directly with a member of staff at school or via one of the staff named below. All communication with regard to concerns should be e-mailed via:

tps.hr@taw.org.uk

Nature of Concern	Point of Contact
Pastoral issues, this may include: behaviour; issues in Tutor Group; incidents around the school or on the way to/from school; concerns regarding uniform or equipment	Mr M Winzor Assistant Headteacher
Operational or Health and Safety: Including office, reception, switchboard, admission, school trip/visit or out of school hours activities	Ms J Davies Operations Officer
SEND Provision	Mrs N Moore Director of SEND
Curriculum related issues: Including timetable, options, issue relating to a specific member of staff or lesson	Ms N Blackford/ Ms J Smith Assistant Headteacher

If after speaking to the relevant member of staff you feel the concern has not been satisfactorily resolved we encourage you to escalate the issue to the Mr Iqbal, Deputy Headteacher. Please use the same e-mail: tps.hr@taw.org.uk

If after following the above informal steps you feel your concern has not been satisfactorily resolved or dealt with, you have recourse to follow the formal Complaints Policy. The below summarises the key parts of the policy.

The School follows the Trust Complaints Policy that can be found here: [Complaints Policy](#). The formal complaints form can be found [here](#).

Stage of Complaint	Procedure
Stage 1 - Informal	Any concerns about anything to do with any aspect of the school should in the first instance be discussed with the school (as per the above points of contact), and an attempt to resolve the issue positively should be pursued, before movement to a more formal procedure. In most cases, we are confident that we can resolve any concerns or issues by simply talking through them face to face and working together to help make our provision stronger.
Stage 2 – Formal	In the unlikely event that we are unable to resolve an issue during stage 1, a complaints form should be completed by the complainant - this can be found here . An investigating officer will be appointed by the Headteacher who will thoroughly investigate the complaint to enable it to be resolved.
Stage 3 – Formal	If a resolution is unfortunately unable to be reached during stage 2, a letter should be forwarded to the Headteacher requesting the complaint be considered further and escalated to stage 3. All previous stages will be considered and stage 2 will be reviewed in order to look for the best way forward.
Stage 4 – Independent Complaint Panel Hearing	Following on from stage 3 if the complainant is still not satisfied, they should write to the Clerk to the Local Governors (Mrs V Swift) and request for the complaint to be looked at by an independent complaints panel – the aim of this is to view how the complaint has been handled and whether it has been handled correctly by the school in previous stages.