



Spalding High School Complaints **Procedure**

The School has a formal procedure for hearing complaints. For routine matters of an academic, behavioural or pastoral nature, parents should, in the first instance, contact the appropriate Head of Year. The Head of Year will liaise with relevant members of staff and inform the Headmistress that a complaint has been received.

For more serious matters, or for those of general school policy, parents should contact the Headmistress. Where possible, matters will, if requested, be kept confidential but this will not always be possible. This is especially the case if the complaint is asked about a member of staff on a safeguarding issue.

If a matter cannot be resolved, then parents are encouraged to make use of the formal policy for the hearing of complaints by the governing body. Details of the policy are available from the School.

As a matter of policy, anonymous complaints will not be pursued.