

Your complaint will be investigated

The manager responsible for investigating complaints will write to you to let you know what will happen next.

When your complaint has been investigated the manager will write again to inform you of the outcome.

Some useful telephone numbers

National Youth Advocacy Service
0800 808 1001

Childline
0800 1111

Voice
0207 833 5792

Somerset County Council
0300 123 2224

NSPCC help line **0808 800 5000**



Anyone can make a complaint

If you are not happy about something, you have a right to make a complaint.

Often just talking things through with your tutor can help, but if not, then please tell someone or fill out the back of this leaflet and give it to a member of staff.

Who do I tell if I have a complaint?

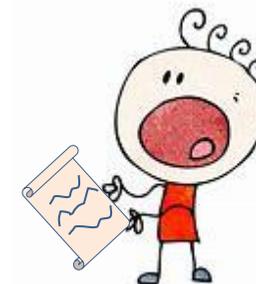
You can tell your tutor/LSA or the Head teacher or Deputy Head.

You can tell your parents or social worker. You can contact people outside of the school who are there to support students with complaints or difficulties.

You can also tell us on Mind of My Own

Who will investigate my complaint?

A member of the Senior Leadership Team will be responsible for looking into your complaint and writing to you to explain what will happen.



It is important that all students are able to have their say.

Your complaint will be taken seriously.

