<u>Seeking guidance and support for my child – Steps to follow:</u>

- Telephone call/email to subect teacher (academic matters), tutor or Student Support Advisor (pastoral matters)
 - Telephone call/email to Head of Department (academic matters) or Achievement Director/Co-Heads of Sixth Form (pastoral matters)
 - Arrange a meeting with relevant Assitant Principal or Head of Department (academic matters) or Achievement Director/Co-Heads of Sixth Form (pastoral matters)
- Request meeting with Vice-Principal and relevant Assistant Principal

Step 2

- Submit information re: ongoing concern in writing to Principal's P.A. Request meeting with Principal
- Submit formal complaint in writing. This will be responded to within 10 academy days, by the Principal
- Escalate formal complaint to the Chair of Governors. This will be responded to within 4 academy weeks (as per Complaints Procedure)
- Contact OAT Complaints Co-ordinator to request a complaint panel hearing. The panel will be convened within 4 academy weeks of the request (as per Compalints Proceedure)