Seeking guidance and support for my child – Steps to follow:

Initial Concern

- Telephone call/email to subect teacher (academic matters), tutor or Student Support Advisor (pastoral matters)

Step 1 (Concern unresolved or ongoing)

- Telephone call/email to Head of Department (academic matters) or Head of Year/Head of Sixth Form (pastoral matters)

Step 2 (Concern unresolved or ongoing)

- Arrange a meeting with relevant Assitant Principal or Head of Department (academic matters) or Head of Year/Head of Sixth Form (pastoral matters)

Step 3 (Concern unresolved or ongoing)

- Request meeting with Vice-Principal and relevant Assistant Principal

Step 4 (Concern unresolved or ongoing)

- Submit information re: ongoing concern in writing to Principal's P.A. Request meeting with Principal

Formal Stage 1

- Submit formal complaint in writing. This will be responded to within 10 academy days, by the Principal

Formal Stage 2

- Escalate formal complaint to the Chair of Governors. This will be responded to within 4 academy weeks (as per Complaints Procedure)

Formal Stage 3

- 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 Complaints Proceedure)