

ST MARGARET'S PREP



ST MARY'S CALNE

## Pupil's Complaints Process

Issued by:	SGT
Last review:	September 2024
Next review due:	September 2025
Governor Review date:	November 2023
Location:	Website Staff Portal



ST MARY'S CALNE

## **Pupil Information**

### **What To Do If You Have A Complaint**

From time to time, we all encounter frustrations in our daily lives. It is important to remember that there is a solution to every problem and a person at St Mary's Calne who can help you find that solution. You can refer to the Student Support poster for more information on who you can contact for advice and support.

Any issue raised with a member of staff will always be treated seriously and with discretion. However, if an informal discussion cannot resolve your issue satisfactorily then you may wish to make a more formal complaint to the Head, clearly stating the issue and what you have done to try and resolve this so far. Your issue will be treated with respect and taken seriously. You will not get into trouble if you make a complaint in good faith.

- Email: [head@stmaryscalne.org](mailto:head@stmaryscalne.org)
- Letter/note: addressed to Mrs Anne Wakefield and passed to her PA, or the School Office

The Head will formally acknowledge and make a note of your complaint. She will then find out what she can about the situation and invite you to come and talk it through with her within five working days. You may, of course, ask a friend or staff member to come with you to this meeting.

If at any stage you are dissatisfied with the way the problem is being handled, you may contact Wiltshire Council on 01380 826200; someone from there will come to speak with you at school and advise you about possible courses of action.

If your complaint regards the Head, you should raise it with the Chair of Governors. Please email the clerk to the Governors, the Bursar, at [Bursar@stmaryscalne.org](mailto:Bursar@stmaryscalne.org) who will provide you with the email for the Chair.