

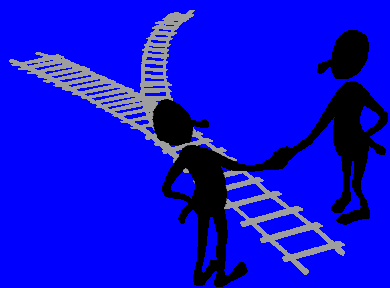
The Complaints Procedure

If you have a concern—please contact the member of staff concerned—they will either: Meet you in person, telephone you to discuss the matter or contact you via email.

If you are not happy that the matter is resolved please contact their Line Manager, via email or letter. (This Information can be found on the website under school information, concerns).

If you still do not feel that the issue has been resolved then you need to make an official complaint in writing to The Complaints Co-ordinator, via email: office@abbeycollege.cambs.sch.uk or address shown below; who will meet with you to try to resolve the issue.

If you still feel that the issue is not resolved then we will issue you the Formal Complaints Procedure so that you may proceed formally, this is also available on our website..



Working Together



Abbey College

Abbey Road
Ramsey
Peterborough
PE26 1DG

Phone: 01487 812352
Website: www.abbeycollege.cambs.sch.uk
E-mail: office@abbeycollege.cambs.sch.uk

Abbey College



*If you have a
concern*

*'Putting Students
First'*

Tel: 01487 812352

Working with Parents is important to us.

At Abbey College we value our relations with our Parents, because working together we can achieve the very best for all our students. We are also aware that sometimes things go wrong, relationships can break down and it is important that as a school we listen and respond to parental concerns to achieve a constructive way forward.

This leaflet aims to outline:

- 1) Who to contact
- 2) What you can expect in a in school meeting
- 3) The Complaints procedure



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Who to contact?

1) Your child's mentor

Your child's mentor has an overview of your son/daughter's progress and can answer general questions. All mentors do teach, so they may not be able to respond to you immediately, but would aim to respond to a query, although not necessarily with all the answers within 24 hours. It is best to contact them via email.

2) The House Progress Assistant

Your child's HPA has a more detailed overview of your son/daughter's progress. They are available throughout the day and are able to liaise with the Head of House/Subject staff and Heads of House. They are able to deal with more urgent issues and except in the case of staff illness will aim to respond to you on the day, but certainly within 24 hours, depending on the urgency of the matter. You can ring them via their direct number on the school website under contact us, houses.

3) Your child's teacher/Director of Learning (Head of Department)

You can contact your child's teacher about issues to do with their learning in individual subjects. They can be contacted via email if possible, which can be found on the school website under contact us, departments. You can also find all the teachers codes there if you are not sure of the names of the teacher. Be aware that they all teach and so they may not be able to respond to you immediately, but would aim to respond to a query, although not necessarily with all the answers within 24 hours. It is best to contact them via email.

4) The Head of House

The Head of House has an overview of students in their house and individuals. They make decisions about behaviour, academic progress and attendance. Be aware that they all teach and so they may not be able to respond to you immediately, but would aim to respond to you within 24 hours, depending on the urgency of the matter. You can contact them via the HPA, or via email.

What can you expect in an in school meeting?

- 1) To be introduced to all those present
- 2) To have the aims of the meeting outlined
- 3) To have the opportunity to have your views heard
- 4) To listen to the view of the school
- 5) To agree actions and to take a copy away with you, or to have those put in writing the next day
- 6) To have a person to contact, should the concerns re-emerge OR to have a set review time, when any actions will be re-evaluated.



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