

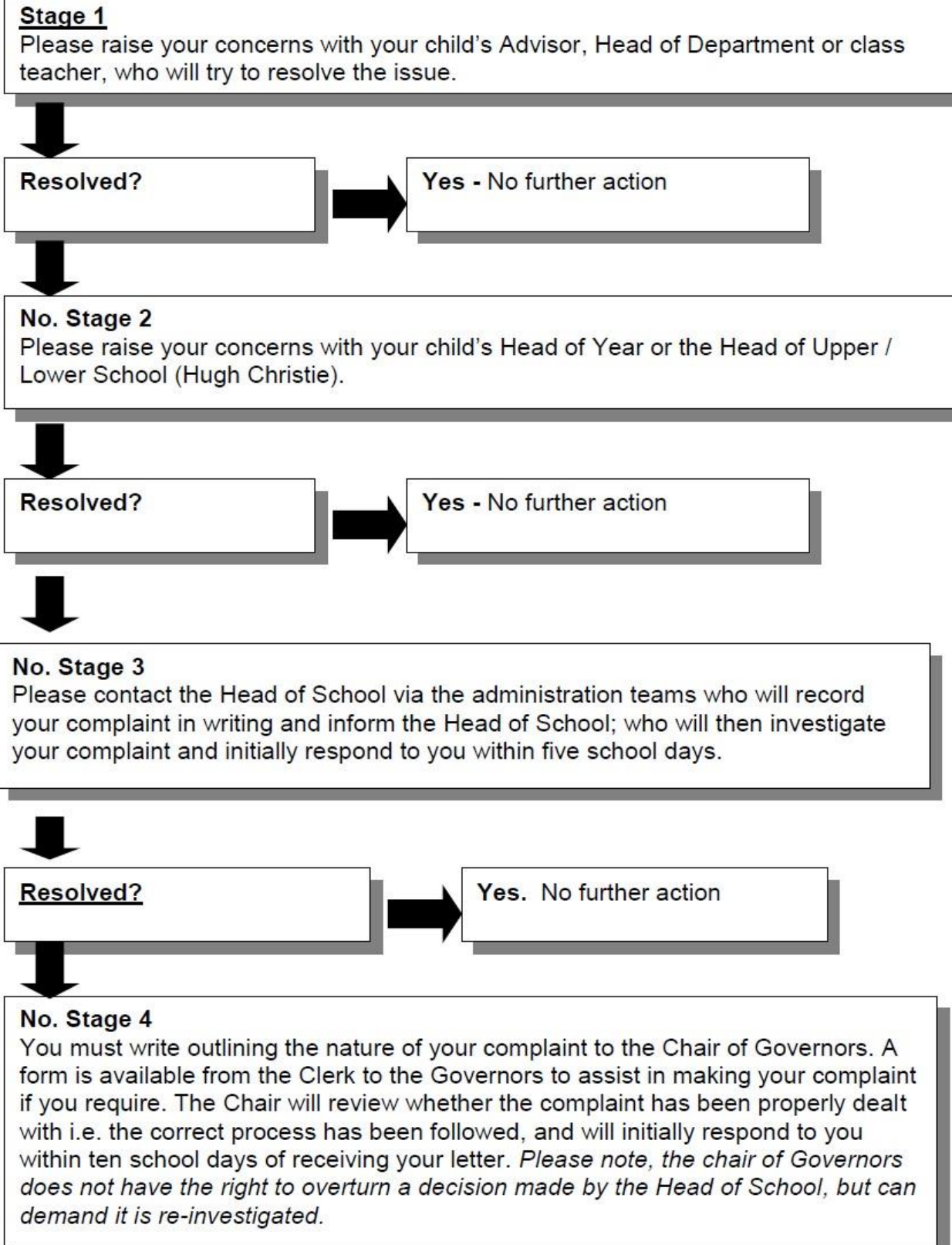
TONBRIDGE FEDERATION POLICY

Policy name	Complaints Procedure
School in which policy applies	LONG MEAD AND HUGH CHRISTIE
Date written	JUNE 2021
Date agreed by Governing Body	7TH JULY 2021
Date of renewal	SUMMER 2023
Senior member of staff with oversight	MARK FENN ELIZABETH ALEXANDER
Governor with oversight	SUE MASON



THETONBRIDGE FEDERATION COMPLAINTS PROCEDURE

In the event that you are unhappy about any aspect of your child's learning or care at Hugh Christie School or Long Mead Community Primary School, The Tonbridge Federation Governing Body has adopted the following procedure.



The Clerk to the Governors, Julia Souter, can be contacted by email at jsouter@tonbridgefederation.co.uk.

In the event that your complaint is still unresolved, a **Governor complaints panel** will be set up to consider the complaint within 10 working days of the complaint being passed to the Clerk to the Governors. The panel consists of 3 governors, with no prior knowledge of the complaint, who will consider written and verbal submissions from you and the Executive Principal or Head of School. The panel Chair will write to you with the conclusion within 5 working days of the meeting.

If you are not satisfied with the response from the Governing body you can contact the Local Government Ombudsman (LGO). The LGO is independent, impartial and free. The LGO can help you resolve your complaint and will ask the school to take action if they find fault with the way someone has been treated or the way a service has been provided. For further information and contact details go to the website or call the LGO's advice team on 0300 061 0614.