



CARGILFIELD

COMPLAINTS PROCEDURE

Cargilfield welcomes suggestions and comments from parents, and takes seriously complaints and concerns they may raise. This leaflet will show you how to use our complaints system.

A complaint will be treated as an expression of genuine dissatisfaction which needs a response.

We wish to ensure that:

- Parents wishing to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realise that we listen and take complaints seriously
- We take action where appropriate

“How should I complain?”

You can talk directly to a member of staff, write a letter, e-mail, or telephone. Be as clear as possible about what is troubling you.

Any member of staff will be happy to help. It may be best to start with the person most closely concerned with the issue—for example, to raise boarding matters with the Matron or House Tutor; sports concerns with the Head of Games and PE.

They may be able to sort things out quickly with the minimum of fuss. However, you may prefer to take the matter to more senior members of staff, for example, the Deputy Heads, the Assistant Head or the Headmaster.