

Complaints Procedure

The aim of this procedure is to resolve your complaint as quickly and as informally as possible.

The Steps to Making a Complaint

If you wish to make a complaint about the school you should contact the Headteacher who will investigate it and contact you with a reply.

If you are unhappy with the way the Headteacher has dealt with your complaint, or if your complaint is about the Headteacher, you should contact the Chair of Governors at the school. The school Governors will look into your complaint and write to you with a reply. You can contact the Chair of Governors by writing to them at the school address and marking the envelope for their attention.

If you are unhappy with the way the Governing Body has dealt with your complaint, or if your complaint is about the Governing Body, you can contact the Director of Children's Services at:
Town Hall
Wandsworth High Street
London
SW18 2PU

The Director will investigate your complaint and will write back to you.

If you are still unhappy you can write to the Chief Executive, who will look at your complaint independently and make sure it is thoroughly investigated.

You can contact the Chief Executive at:
Town Hall
Wandsworth High Street
London
SW18 2PU