

COMPLAINTS PROCEDURE

Hazelwood College will endeavour to investigate all complaints as promptly as possible and make every effort to resolve the matter to your satisfaction.

If we have made a mistake, or caused a problem, we will apologise.

When making a complaint:

In the first instance you can ask to meet with your child's Form Tutor or Subject Teacher to discuss your concerns.



If you are not satisfied with the outcome you can ask to see the Head of Year or Head of Department to see if they can help.



If you are still not satisfied you can ask for an appointment with the relevant Assistant Principal.



In the event that you are still not completely satisfied you can meet with the Principal or Deputy Principal.



Ultimately, you can address your complaint, in writing, to the Chairman of the Board of Governors if you are not satisfied with the outcome, having followed the above procedures.



In the event that the complaint is about the Principal you can address your concern directly, and in writing, to the Chairman of the Board of Governors.



If you feel your complaint has not been fairly dealt with you may refer to the Public Services Ombudsman (<https://nipso.org.uk/nipso/making-a-complaint/how-do-i-make-a-complaint-to-nipso/>)