



Tuesday, 19 September 2023

Dear Parents & Carers,

I hope this letter finds you all well. As you know, here at The Sittingbourne School we always try our best to ensure that the needs of all our children, parents/carers and staff are met and that our school is a safe and happy place for all.

However, we do recognise that at times concerns can arise, or mistakes are made, and we ask that these are brought to our attention as soon as possible to allow us time to investigate an incident or problem and resolve the issue. Problems sometimes arise from misunderstandings which can be easily addressed. Most concerns and complaints can be sorted out quickly by speaking with a member of staff.

If you feel you have not been able to resolve an issue, then we have a clear complaints procedure for you to follow which can be found here:

<https://www.thesittingbourneschool.org.uk/page/?title=Complaints+Procedure&pid=147>

Please note there are stages to our complaints procedures and we politely ask that these are followed.

Stage One Informal:

In the first instance, the matter should be discussed directly with the member of staff concerned. In our experience most matters of concern can be resolved positively and quickly in this way.

Stage Two Complaint:

However, if you do not feel the matter has not been resolved, a formal complaint should be made in writing by completing the Complaint Form for the attention of the Headteacher, via the school office at tss-office@swale.at.

The Complaint Form can be found here:

<https://www.thesittingbourneschool.org.uk/page/?title=Complaints+Procedure&pid=147>

Stage Three Complaint

Complaints very rarely reach this level. If not resolved, the complaint should be made in writing within 10 school days of the decision at Stage 2 for the attention of the Executive Headteacher via the Trust Governance Officer at the Trust Office.

Stage Four Final Complaint Stage - Appeal Hearing of the Trust Complaints Panel

Complaints at this stage should be made via the Trust Governance Officer for the attention of the Chief Executive Officer (CEO) within 10 school days of the decision at Stage 3.

Whilst we appreciate that very few people may need to raise a complaint to us, we ask that those who do follow the policy as this will make the process a lot more efficient.

I would like to thank you all in advance for engaging with our policy.

Kind regards

A handwritten signature in black ink, appearing to read 'N. Smith'. The signature is written in a cursive style with a large 'N' and a smaller 'Smith'.

Mr N Smith
Headteacher