

Complaints Procedure



The Radclyffe School
“Working Together for Excellence”

Happy to help

At The Radclyffe School we are proud of the quality of teaching and pastoral care provided to students and we are committed to continuous improvement. We therefore welcome feedback and all concerns are considered very seriously and always with a view to seeking a resolution at the earliest opportunity.

Our commitment

If you raise a concern, it will be treated:

- in a timely and non-adversarial manner;
- confidentially;
- with a view to seeking a resolution that is to your satisfaction.

Formal complaints

Occasionally, a concern will be too serious to be dealt with informally and the matter may require greater investigation. In such circumstances the concern will become a complaint and the school's formal procedure will be followed. This is Stage 2 of our procedure. Full details of The Radclyffe School Complaints Policy and Procedure can be found on the school website or by contacting the school reception.

We find informal is best

In our experience, most concerns can be resolved informally and there are many opportunities for you to make contact quickly so that your mind can be put at rest. This is Stage 1 of our procedure.

If you have a concern about a student's learning or welfare, you should, in the first instance raise it with the appropriate Year Manager. If you are not sure who this is, you can find out who you should speak to by contacting school reception.

Concerns about whole school issues or about the role of a member of the Governing Body should be raised directly with the school's Complaints Co-ordinator, who can be contacted via the school reception.

You can telephone, email or write in the first instance. Depending on the concern, you may be invited to a meeting to discuss the most appropriate way forward.

Contacting us



The Radclyffe School

“Working Together for Excellence”

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