

Summary of Complaints' Procedure

STAGE A

- **Raise your concern directly with your child's tutor**
- If you remain unhappy then request a meeting with the relevant Saturday School lead

STAGE B

- **More formal discussion with the relevant Saturday School lead**
- If you remain unhappy then the Clerk to the Trustees will be informed

STAGE C

- **Raising a formal complaint in writing**
- Your complaint will be sent to the trustee responsible for complaints who may talk to you about the complaint

STAGE D

- **Investigation**
- You will be informed in writing of its conclusion; if you are unhappy then you can request a review

STAGE E

- **Board of Trustees Complaints Review Panel**
- This is for serious matters not resolved at earlier stages; you may be asked to speak to the panel