

HAVEN HIGH TECHNOLOGY COLLEGE

COMPLAINTS PROCEDURE

Introduction:

Haven High aims to offer quality provision for all of the students met through students accessing:

- A first class curriculum with suitable subject choices to enable all students to reach their potential.
- A range of experienced pastoral staff who will guide and support students, being the first point of contact between students and their parents/carers.
- A personal tutor who through mentoring will ensure that there are no barriers to learning

This supports the college's mission – namely:

To create a centre of excellence within and for the community, which raises the aspirations, and achievement of all stakeholders – a college that provides support, care, guidance, challenge and empowerment for all

There will be times however when parents/carers may wish to complain about some aspects of their child's education at Haven High. If that is the case then the following staff should be contacted:

- In the first instance, wherever possible, the first point of contact should be the student's form tutor
- The next point of contact should be the student's Head of Year.
- If the complaint is about a curriculum matter, then the relevant Head of Department should be contacted.
- It is always possible to contact one of the Deputy Headteachers.
- If the complaint is serious enough to warrant the Headteacher's involvement, then he can be contacted through Mrs Champion, Administration Manager.

All of the above can be contacted via the main reception (01205 311979).

Complaints will be logged and analysed termly.

Details of this procedure can be found in Haven Highlights, the college's termly newsletter.

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