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| Policy/Procedure Name:                                                      | Complaints and Concerns Policy and Procedure – EASIER READ                                          |              |                             |
| Policy/Procedure Number:                                                    | SMT004/ER01                                                                                         |              |                             |
| Date of Approval:                                                           | July 21                                                                                             |              |                             |
| Effective Date:                                                             | February 2012                                                                                       |              |                             |
| Revised Date:                                                               | August 2026                                                                                         |              |                             |
| Review by Date:                                                             | August 2028                                                                                         |              |                             |
| Policy/Procedure Author:                                                    | Head of Safeguarding                                                                                |              |                             |
| Policy/Procedure Owner:                                                     | Principal/CEO                                                                                       |              |                             |
| Management Committee Approved By:                                           | SMT                                                                                                 |              |                             |
| Governor Committee/Trustee Committee (where appropriate) Approved By:       | NA                                                                                                  |              |                             |
| For Action By:                                                              | All staff                                                                                           |              |                             |
| For Information to:                                                         | All students, parents/carers, prospective parents /carers, service users, all external stakeholders |              |                             |
| Approval requested to upload on the Treloar Website:                        | Yes <input checked="" type="checkbox"/> (tick if requested)                                         |              |                             |
| Who is carrying out EIA?<br><small>(see details of EIA in appendix)</small> | Lorna Woodcroft                                                                                     | Date of EIA? | 6 <sup>th</sup> August 2024 |

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Policy/Procedure No: SMT004/ER01

Effective Date: Feb 2012

Revised Date: August 2026

Review by Date: August 2028

## Student Guide to Concerns and Complaints

### What to do if things go wrong

The School and College always want to know if you are unhappy with the way we treat you.

This will help us to –

- ✓ Make sure that you feel happy and safe
- ✓ Listen to what you say and put things right if we make mistakes
- ✓ Make the School and College better

It is important that you tell us quickly when you need to complain.

We also want to know if you don't understand something or if you think of ways we can make life better for you.

### What to do if you need to complain

Tell a member of staff quickly if you are unhappy about something. They will put things right straight away if they can. They will also write down your complaint if you want them to.

- ✓ If you are happy with how we listen to you and what we do, then we won't do anything else.
- ✗ If you are unhappy with the way you are treated, then you can make a **formal complaint**.

### How to make a formal complaint

Talk to Martin, Ingram, Ben Baxter, Helen Goodenough and Lisa Bond about your complaint. You can also do this by:

- Email, in writing or telephone;
- Telling someone else you trust

We will deal with your complaint quickly and let you know what is happening within a few days.

If we have made a mistake, we will say sorry and talk to you about how we will do better next time.

- ✓ We hope you will be happy with how we have answered your complaint. We will check this by asking you.
- ✗ If you are unhappy with our answer, you can appeal. We will give you information about how to do this.