

What should you do if you have any questions, comments, concerns or complaints?

Fort Pitt Grammar School aims to provide an outstanding education to all students and welcomes feedback, particularly if it helps us to know what has gone well and what we need to improve. In order to best support our students and their parents or other concerned adults, we request that you follow the guidelines below if you have an issue you would like to raise.

Please let us know as soon as possible when there is a problem, and also please allow us adequate time to follow up on the issue(s) you raise. We are happy to communicate with you by telephone, email or in person, according to your request and will always respect your confidentiality.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke our formal complaints policy. We take informal concerns very seriously and make every effort to resolve the matter as quickly as possible.

| Nature of Issue | | | |
|-----------------|--|----------|--|
| | Academic | | Pastoral / SEN or other |
| 1 | Speak to the subject teacher, or write or email them. They will endeavour to resolve the problem. <i>If the concern is not resolved:</i> | 1 | Speak to the Form Tutor, or write or email them. They will endeavour to resolve the problem. <i>If the concern is not resolved:</i> |
| 2 | Contact the Head of Department. (names available on the FP website) <i>If the concern is not resolved:</i> | 2 | Contact an Achievement Coordinator in the P.A.C.E. office or SEN coordinator or the Sixth Form centre. <i>If the concern is not resolved:</i> |
| 3 | Contact Reception, and you will be referred to the appropriate Line Manager in the Senior Leadership Team. <i>If the concern is not resolved:</i> | 3 | Contact a Head of House or the Head of Sixth Form. <i>If the concern is not resolved:</i> |
| 4 | Contact Reception, and you will be referred to the Deputy Headteacher. <i>If the concern is not resolved</i> | 4 | Contact the Main Office, who will refer to the appropriate Line Manager in SLT. <i>If the concern is not resolved</i> |
| 5 | Contact the Headteacher's office and Miss Archer will agree the next steps with you. | 5 | Contact the Headteacher's office and Miss Archer will agree the next steps with you. |

Safeguarding concerns or disclosures

Any concerns or disclosures of a safeguarding nature should be shared as soon as possible with the Designated Child Protection Officer, via Reception.

Very serious concerns or complaints

If none of the steps seems to apply to your particular case, please refer the matter to the Headteacher's office. Miss Archer will then delegate the matter to an appropriate member of the Senior Leadership Team, or investigate and attempt to resolve the matter himself, as appropriate.

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