

Contact points:

- * Form Tutor
- * Year Leader
- * Senior Staff:

Mr C French	Principal
Mrs A Robson	Deputy Headteacher
Mr S Winslow	Deputy Headteacher
Ms T Griffin	Deputy Headteacher
Mrs J Abel	Assistant Headteacher
Mr M Finnigan	Assistant Headteacher
Miss T Noone	Assistant Headteacher
Miss F Diamond	Assistant Headteacher
Ms C Adams	Assistant Headteacher
Mrs B Robshaw	Assistant Headteacher
Dr J Blenkinsopp	Assistant Headteacher

Chair of Governors:

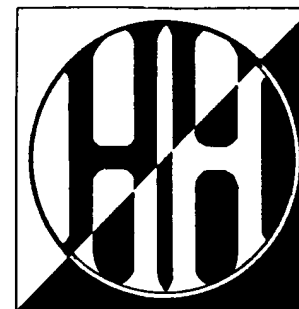
Mrs M Wheatley

School Telephone No:

0114 2438486

School Address:

Shiregreen Lane
Sheffield
S5 6AG



HINDE HOUSE 3-16 SCHOOL

HOW TO COMPLAIN

We aim to deliver education of the highest standard, however on occasions we may fall short of your expectations. This leaflet explains what to do if you have a complaint. There are three simple steps you can take, which will help us deal with your complaint quickly and fairly. Our support and respect for you and your child will not be affected in any way.

Hinde House Publications

Tell us about your complaint as soon as possible. Talk to your child's Form Tutor or Year Leader. If you prefer, you can ask to speak to the Principal, Deputy or Assistant Headteacher. It's best to make an appointment by ringing or calling in at the School Office. A friend or relative can go with you if you wish. Most complaints can be sorted out easily at this stage.

If you are not satisfied with the response, you can make your complaint in writing to the Principal. He will ask to meet you to discuss the problem. Again, take a friend or relative with you if you wish. The Principal will investigate the complaint and may talk to any staff or students involved. You will then receive a written response.

If you are still unhappy, you can contact the Chair of Governors (via school) and your complaint can be referred to a Governors' Complaints Panel. You will be invited to speak to the panel at a meeting which the Principal will also attend. A written statement will be sent to both parties explaining the panel's decision. It will also explain how you can take the matter further, if you wish.

A copy of the General Complaints Procedure may be obtained from the School Office if you want more help in understanding these procedures.

