

## **IF YOU HAVE A COMMENT, CONCERN OR COMPLAINT**

***We would like you to tell us about it. We welcome suggestions for improving our work in the West Sussex Alternative Provision and be assured, no matter what you want to tell us, our support and respect for you and your child will not be affected in any way. Please tell us your concern as soon as possible. It is difficult for us to investigate properly an incident that happened some time ago.***

## **WHAT TO DO FIRST**

Most concerns and complaints can be sorted out quickly by speaking to the Head of Centre for the unit your child is attending. We have attached for your information contact details for each of our centres.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like to happen to put things right. Of course, this does not mean that in every case they will come around to your point of view but it will help both you and the West Sussex Alternative Provision College to understand both sides of any issue. It may also help to prevent a similar problem arising again.

## **WHAT TO DO NEXT**

If you are dissatisfied with the response, you can make a formal complaint to the Head Teacher. This should be done in writing and we would suggest you use the complaints form attached, forwarding the completed form with any evidence if available to:

Mr D Thomas  
Head Teacher  
West Sussex Alternative Provision College  
Cuckfield Road  
West Sussex RH15 8RE

## **STILL NOT SATISFIED?**

If you believe your complaint is still unresolved or is about the Head Teacher, you should write giving details of your concerns to the Chair of the APC Governing Body. They can be contacted at the above address or alternatively, you can email the Chair of Governors via the Clerk to Governors, Louisa Rydon at [lrydon@wsgfl.org.uk](mailto:lrydon@wsgfl.org.uk).

To help in resolving the issue, the Head Teacher may ask to meet with you to discuss the problem. You will be invited to bring a friend or someone else with you to accompany you at the meeting should you wish to do so. Following the meeting the Head Teacher will conduct a full investigation of



the complaint and may interview members of staff and pupils involved. Following the meeting and subsequent investigation, you will receive a written response to your complaint.

### **IF YOU ARE STILL UNHAPPY**

The problem will normally be solved by this stage. However, if you are still not satisfied, you may wish to request that the Chair of The Governing Body refers your complaint to a Governors' Complaints Panel. It will then be heard by a group of three governors who have no previous knowledge of the problem and so will be able to give it a fresh assessment. You will be invited to attend and to speak to the panel at a meeting that the Head Teacher will also attend.

### **FURTHER ACTION**

Complaints received by the college are almost always settled within this college process but, in exceptional cases, you may need to escalate the problem to an outside body such as the Secretary of State for Education and Skills. In this event you should write to:

Secretary of State for Education  
Sanctuary Buildings  
Great Smith Street  
London SW1P 3BT


**COMPLAINTS FORM**

**Please complete and return to the APC Business Manager who will acknowledge receipt and explain what action will be taken.**

<b>YOUR NAME:</b>	
<b>PUPIL'S NAME:</b>	
<b>YOUR RELATIONSHIP TO THE PUPIL</b>	
<b>ADDRESS:</b>	
<b>POSTCODE:</b>	
<b>Day time telephone number:</b>	
<b>Evening telephone number:</b>	
<b>DETAILS OF YOUR COMPLAINT</b> <i>(please continue on a separate sheet if necessary)</i>	
<b>What action, if any, have you already taken to try and resolve your complaint. Who did you speak to and what was the response?</b>	



<b>What actions do you feel might resolve the problem at this stage:</b>	
<b>Are you attaching any paperwork? If so, give details</b>	
<b>SIGNATURE:</b>	
<b>DATE:</b>	

	<b>WEST SUSSEX ALTERNATIVE PROVISION COLLEGE</b>
<b>Official use</b>	
<b>Date acknowledgement was sent:</b>	
<b>By whom:</b>	
<b>Complaint referred to:</b>	
<b>Date:</b>	



**HEAD OF CENTRE CONTACT DETAILS:**

**LANCING:**

Ms R McDonald  
West Sussex APC  
Grinstead Lane  
LANCING  
West Sussex BN15 9FL

**Tel: 01903 270460**

**Email: [Rmcdonald2@wsqfl.org.uk](mailto:Rmcdonald2@wsqfl.org.uk)**

**CRAWLEY:**

Mr R McConnell  
West Sussex APC  
Worth Annexe  
Turners Hill Road  
WORTH, CRAWLEY  
West Sussex RH10 7RW

**Tel: 01293 883209**

**Email: [Rmcconnell@wsqfl.org.uk](mailto:Rmcconnell@wsqfl.org.uk)**

**WORTHING:**

Ms R McDonald  
West Sussex APC  
Northbrook College  
1 Carnegie Road  
WORTHING  
West Sussex BN14 7BD

**Tel: 01903 201225**

**Email: [Rmcdonald2@wsqfl.org.uk](mailto:Rmcdonald2@wsqfl.org.uk)**

**BURGESS HILL:**

Ms C Meyer  
West Sussex APC  
Cuckfield Road  
BURGESS HILL  
West Sussex RH15 8RE

**Tel: 01444 232771**

**Email: [Cmeyer@wsqfl.org.uk](mailto:Cmeyer@wsqfl.org.uk)**

**LITTLEHAMPTON:**

Mr S Jarvis  
West Sussex APC  
The Flintstone Centre  
East Street  
LITTLEHAMPTON  
West Sussex BN17 6AW

**Tel: 01903 278210**

**Email: [sjarvis1@wsqfl.org.uk](mailto:sjarvis1@wsqfl.org.uk)**

**CHALKHILL EDUCATION CENTRE:**

Mr B Thomas  
West Sussex APC  
Princess Royal Hospital Site  
Lewes Road  
HAYWARDS HEATH  
West Sussex RH16 4NQ

**Tel: 01444 441805**

**Email: [bthomas4@wsqfl.org.uk](mailto:bthomas4@wsqfl.org.uk)**

**NORTH MUNDHAM:**

Mr S Jarvis  
West Sussex APC  
Fletcher Place  
North Mundham  
CHICHESTER  
West Sussex PO20 1JR

**Tel: 01243 642872**

**Email: [sjarvis1@wsqfl.org.uk](mailto:sjarvis1@wsqfl.org.uk)**

