

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 one of the Co-Head teachers. This should be done in writing and we would suggest you use the complaints form attached, forwarding the completed form with any evident if available to:

Ms S Carroll/Mr D Thomas
Co-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 one of the Co-Head teachers, you should write giving details of your concerns to the Chair of the APC Governing Body, Ms V Illingworth. She 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.

To help in resolving the issue, the Co-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 Co-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 (Ms Vicki Illingworth) 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 Co-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.

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

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

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



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

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

WORTHING:

Ms N Channon
West Sussex APC
Northbrook College
1 Carnegie Road
WORTHING
West Sussex BN14 7BD

Tel: 01903 201225

Email: Nchannon@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

LITTLEHAMPTON:

Mr B Thomas
West Sussex APC
The Flintstone Centre
East Street
LITTLEHAMPTON
West Sussex BN17 6AW

Tel: 01903 278210

Email: Bthomas4@wsqfl.org.uk

CHALKHILL EDUCATION CENTRE:

Mr J Bunce
West Sussex APC
Princess Royal Hospital Site
Lewes Road
HAYWARDS HEATH
West Sussex RH16 4NQ

Tel: 01444 441805

Email: Jbunce@wsqfl.org.uk

NORTH MUNDHAM:

Mrs D Johnson-Cadwell
West Sussex APC
Fletcher Place
North Mundham
CHICHESTER
West Sussex PO20 1JR

Tel: 01243 642872

Email: djohnsoncadwel@wsqfl.org.uk

