

# Bridge School Malvern



Document Owner	Clare Stanton	Governor ratification	Yes
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## Pupil Complaints Policy

If you have a problem or a complaint whilst attending the Bridge School Malvern you should:

1. Notify your Coach/Tutor or another member of staff verbally of any problem you have.
2. If you are still not happy, you can talk to Simon and Sue at Hanley, or Neil and Vicky at the BBC.
3. We will do everything we can to resolve your complaint.
4. If you are still not happy, you will need to put your complaint in an email to the Chair of Governors. You will need to say what you are complaining about, and give information like why, who or when etc.

### In the case of a written complaint

First, we will have to look at the facts. A Governor will gather all the available information from you, other pupils, staff, volunteers and any other people involved.

If the Governor agrees that you have been treated unfairly, then the Bridge disciplinary procedure will be applied to the individuals concerned.

**You are entitled, at all times, to be accompanied by a person of your choice.**