

Complaints Procedure

Date of policy: September 2020

Developed by: Headteacher

Ratified at: Full Governors

Date: September 2018

Date of next review: September 2021

**Southfields
Multi-Academy
TRUST**



**Southfields
Academy**



**Linden Lodge
School**

A Specialist Sensory & Physical College

Complaints Procedure

We work hard as a community to demonstrate our core values of respect for others and professionalism. At times people may feel the need to complain and often this is due to a breakdown in communication or incomplete information. We therefore encourage people to raise their concerns early so that we can ideally reach a resolution.

To do this you can contact us in a number of ways:

Email us at info@lindenlodge.wandsworth.sch.uk or head@lindenlodge.wandsworth.sch.uk

Call us on 020 8788 0107

Speak to us directly by making an appointment via Jackie.nolan@lindenlodge.wandsworth.sch.uk

Write to us at Linden Lodge School, 61 Princes way, London SW19 6JB

We will need to know what happened, the date, the people involved and what you would want from us in order to deal with your concern.

The school has a dedicated email address for feedback, comments and suggestions which is feedback@lindenlodge.wandsworth.sch.uk

There is a formal Complaints policy if the above actions do not resolve the issue. Complaints need to be sent directly to the Headteacher, Deborah Rix telephone 020 8788 0107 or email head@lindenlodge.wandsworth.sch.uk

If the complaint is about the Headteacher send your complaint to Ms Jacqueline Valin, Director, Southfields MAT, 333 Merton Road, Southfields SW18 5JU