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**Complaints Procedure**

## Introduction

We aim to provide a high-quality service and value feedback from parents, carers, and students. If you are unhappy with any aspect of our summer school, we encourage you to raise it with us as soon as possible so we can resolve it fairly and quickly.

## Stage 1 – Informal Complaints

Most concerns can be resolved quickly and informally. Please speak directly to the Course Director, Roger Reeves, who will listen to your concern and aim to resolve the issue within 2 working days.

## Stage 2 – Formal Complaints

If you are not satisfied with the response or prefer to make a formal complaint, please put your complaint in writing by email or letter to the Course Director:  
  
Roger Reeves  
Course Director, The Year 10 Summer School  
Email: info@year10summerschool.co.uk  
  
We will acknowledge your complaint within 3 working days and aim to respond fully within 10 working days.

## Stage 3 – Appeals

If you are not satisfied with the outcome of the formal complaint, you may request a review. This will be conducted by an independent member of the summer school team or a senior advisor.

## Complaining to Ofsted

If you believe that we are not meeting the requirements of the Childcare Register or that your complaint has not been dealt with appropriately, you may contact Ofsted directly.  
  
You can complain to Ofsted:  
- By telephone: 0300 123 4666  
- By email: enquiries@ofsted.gov.uk  
- Online: https://www.gov.uk/complain-about-school  
  
Please quote our Ofsted registration number (provided in our registration certificate) when making a complaint.

## Review

This complaints procedure will be reviewed annually or as needed in line with Ofsted guidance.