



Procedure for reporting a Complaint

1. If you feel you need to pursue a complaint, then please contact the Birchwood School, Head Teacher, using the details as listed below:-

**Head Teacher
Birchwood
Bowen Road
Folkestone
CT19 4FP
Telephone 03000 658 450**

2. The Birchwood Head Teacher will acknowledge your complaint in writing within one week and arrange for your complaint to be fully investigated using the following steps:
 - *Will conduct a full investigation and respond in writing within two weeks (complaints made outside term-time may take longer)*
 - *Respond to you in writing giving you the outcome of the investigation.*
3. If you are not satisfied with the way the Head Teacher has handled your complaint then you can ask that the Management Committee to consider the matter.
Details of how to do this will be contained in the Birchwood Head Teacher's response.
4. If your complaint is about the Head Teacher then please make contact with the Chair of the Management Committee who details are as below:

**Mr Mark Lester
The Folkestone School for Girls
Coolinge Lane
Folkestone
Kent
CT20 3RB
Telephone 01303 251125**