

Feedback Concerns and Complaints Procedure

The Roseland
trust

Where Everyone Succeeds

Kindness
Responsibility
Ambition

Before using this procedure please read [Parent-Guide-to-School-Complaints.pdf](#)

I have a concern

Most matters can be sorted out quickly by informal meetings or telephone conversations.

Your child's class teacher or form tutor is your first point of contact. If your concern is more serious, contact a senior member of staff.

We will listen to your concern, investigate the matter, and work with you to find a resolution within 15 school days.

If your concern is unresolved



Formal complaints

Raise a formal complaint by sending an email to info@theroselandmat.co.uk

Your complaint will be acknowledged within 5 school days.

We will ask you to complete the Formal Complaints Form (Annex 3) and, if required, a meeting will be arranged within 15 school days.

We aim to provide a written response within 15 school days (from when your complaint was raised or from the meeting date, whichever is later).

If you remain unsatisfied with the response



Complaints Committee

Please complete the Complaint Committee Request Form (Annex 4) and email info@theroselandmat.co.uk within 15 school days of receiving your formal complaint response or attending a follow-up meeting about the outcome (whichever is later).

Your request will be acknowledged within 5 school days.

We will aim to convene the Committee within 30 school days (not calendar days – this means 30 days when schools are open to pupils).

The Committee will write to you with their decision within 5 school days of the hearing.

For assistance, please email
info@theroselandmat.co.uk
mail