

# The Tower Trust Complaints Procedure

**Who** can make a complaint under this Policy? → This Policy is aimed mainly at **parents** or **carers** of children registered at Tower Trust Academies

**When** do I make a complaint? → When *concerns* expressed to the class teacher or Head Teacher have *not* been resolved

**How** do I make a complaint? → In person, in writing, by telephone, by a 3<sup>rd</sup>-party (providing acting with the consent of the complainant)

