



*Total Education Services - Total Tuition Alternative Provision - Rosewood Independent School
Subsidiaries of JWA Holdings Limited*

Do you need to make a complaint about your time with us?

1. Can your complaint be dealt with by your tutor?

If your complaint is about your lessons, try talking to your tutor. They may be able to solve the problem quickly!

2. Is your complaint about your tutor, or something you are shy to talk about?

You can fill in one of the complaints forms in our main office. You don't have to write your name on if you don't want to, but we might need some more information to help solve your complaint.

3. Is your complaint more serious?

Ask for an urgent meeting with the Assistant Headteacher on your site. They will listen to your complaint and record what you say, and will act upon it very quickly. You can also ask for a meeting with the Executive Headteacher if you prefer.

We will always update you on your complaint to reassure you that we are taking it seriously and working to solve the problem.

Remember:

- o The more information you give, the easier it will be to solve your complaint. This includes names where possible.
- o We are open to hearing how you think the problem could be solved.