



KINGSWOOD SECONDARY ACADEMY

Complaints

We recognise that parents and carers will, from time to time, have normal legitimate concerns about the progress, achievement, behaviour or welfare of their child, or about other matters connected with the Academy.

We encourage parents and carers to make those concerns known to the relevant member of staff so they can be addressed in partnership with the Academy. Almost invariably, the sooner such concerns are raised, the easier it is for an appropriate resolution to be found.

However, if you would like to make a formal complaint a copy of the Academy Complaints Procedure can be found on the Academy website as follows:

<https://www.greenwoodacademies.org/page/?title=Greenwood+Academies+Trust+Policies&pid=19>
– Complaints Procedure

Complaints about an exclusion, internal or permanent, should be made to our Academy Advisory Committee. Please write to sdineen@kingswoodsecondaryacademy.org, Clerk to the AAC. This information will be in the exclusion letter to parents.

To make a complaint about the Principal, write to:

Director of Secondary Education
Greenwood Academies Trust
Colwick Quays Business Park
Rd No 2
Colwick
Nottingham
NG4 2 JY