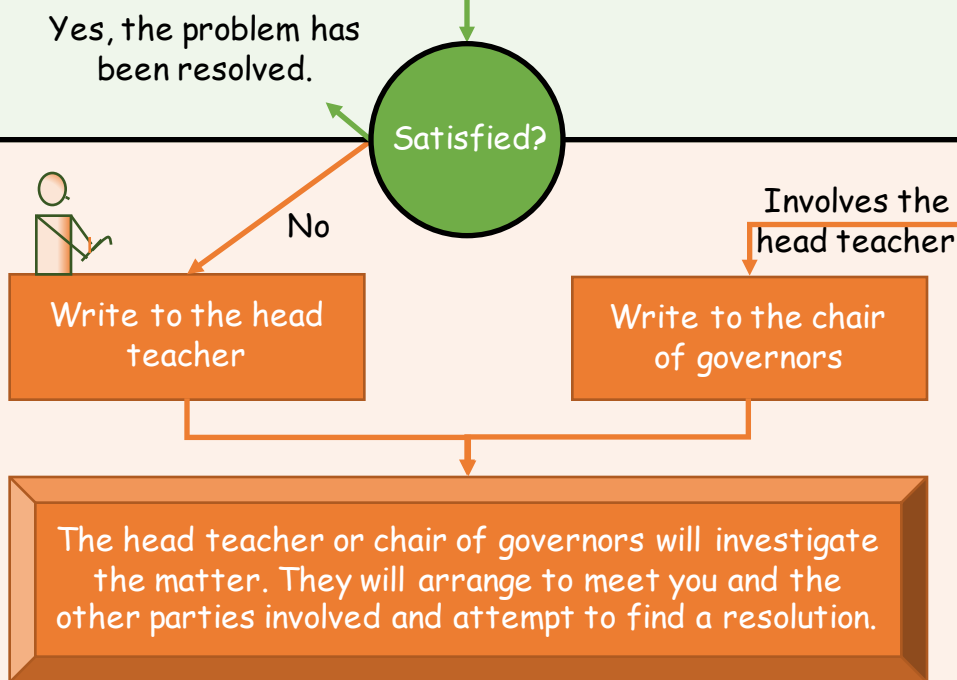


Tower Hill - Handling Complaints



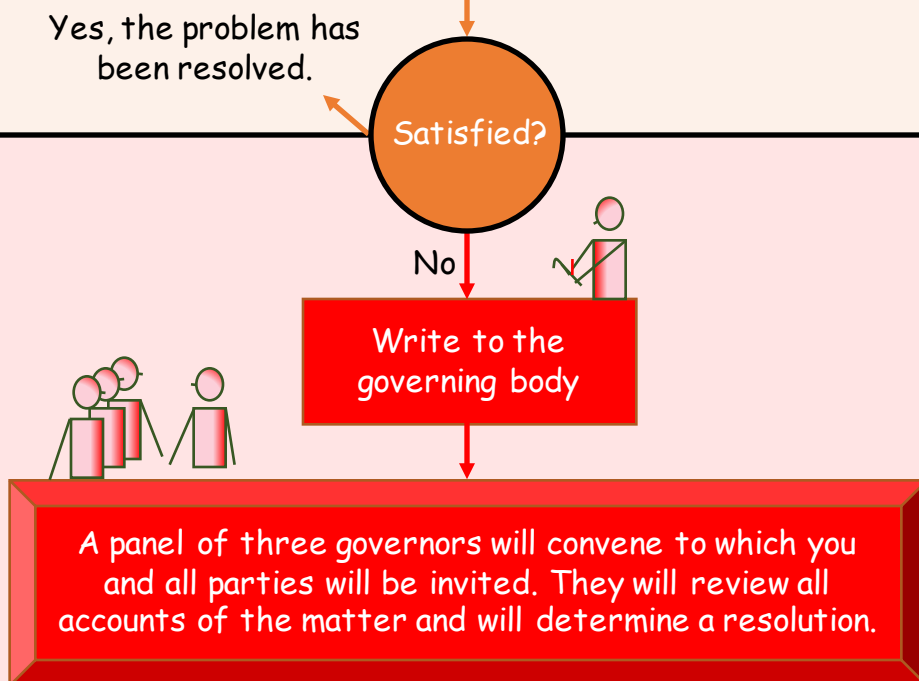
Informal
Most problems are best resolved simply by talking with your child's teacher or to the head teacher.

How long?
Collaborating with the school, these matters are usually resolved in 2-3 working days.



Formal
When problems are too serious to resolve informally the school will help you raise a formal complaint.

How long?
Formal complaints will trigger a rigorous investigation by the school and will usually take 2 - 3 working weeks to resolve.



Complaints Panel
The most serious complaints will be reviewed by a panel of governors.

How long?
For complaints of this manner there is a lengthier formal process which will usually take 4 - 6 working weeks.