



**GRANGE SCHOOL**  
*A Culture of Continuous Improvement*

# Communication and Complaints Policy

2023 - 2024 Academic year

Compiled by: Richard McMahon	Approved by: Richard McMahon
Designation: Head of School	Designation: <b>Head of School</b>
	Signature: 
	Date: January 2024
Next Review Date: August 2024	

## Rationale

Grange School believes that forming strong home school partnerships and having regular and open communication channels between the school and parents supports students with their learning and academic progress. The school provides clear channels for communicating and raising concerns and parents need to be aware of these. Issues often arise due to parents being unaware of school policies or procedures, having regular communication with all stakeholders helps to prevent issues arising in the first instance. If there are concerns, Grange School wishes to deal with these in a fair and consistent manner.

We believe it is important for parents to address any concerns they may have directly with the member of staff, in the first instance, to try and resolve differences. Most cases would typically involve speaking directly to your child's teacher as they know the children and potential issue. Sometimes what is reported at home does not include all the details disclosed by the child, which is why it is important to clarify initially with the concerned teacher. We understand at times parents may not feel comfortable addressing the teacher initially, depending upon the nature of the complaint, in these cases a staged approach has been implemented specifically identifying who you should address the complaint to.

Grange school has a number of different departments in which a concern or complaint should be directed to, depending upon the nature of the concern, these typically fall under the following categories:

Categories	Education / SEN	Pastoral and wellbeing	Sports and cocurricular	Boarding	Financial (Administration and Operations)	Safeguarding
Typical areas within this category.	Anything related to how your child is performing academically, in lessons and summative assessments.	This includes anything about their personal wellbeing, general conduct, and behaviour.	All sports related activities including fixtures and competitions.	Issues related to secondary student in the Boarding facility / Hostel.	Matters related to payment of school fees and additional payments made to the school.	Anything which may be of concern to you which could cause harm to a child.

At Grange school we have a number of different methods for updating parents and the wider community about our educational provision. It is important for parents to be familiar with these, check them regularly to ensure they are kept abreast of the latest information concerning their child.

**Website** - Publishing key information about the school including upcoming events and key leadership positions at the school and Governing Council members.

**SMS** - For quick messages and urgent notifications.

**Whole School Newsletter** - Released to all parents via email and published on the website.

**Head of School / Secondary and Primary leadership letters** - Important information including general reminders and updated procedures or policies, which will be shared by email.

**Student planners** - Weekly records for parents to check and sign.

**Google classroom** - information shared with students by their teachers including lesson resources and curriculum details.

**Social Media** - (Instagram, Facebook, YouTube) sharing recent events.

**Phone** - Parents can contact the school by phone by dialling the front desk number (09049999950).

**Educare** - Is a school-based portal system currently used only by Grange teachers and administration. Educare is in the process of being developed to implement a parent portal which will share all relevant student information.

### **Who do I raise a complaint or concern to?**

It is important that concerns are brought to the attention of the correct person, so it may be dealt with efficiently and effectively. Issues should be addressed to the person they have a concern with, unless there are good reasons for needing to take this to the next stage of the flow chart responsibilities, which is typically the immediate line manager of the concerned member of staff.

In such cases all line managers have the right to determine if the concern should be dealt with by the member of staff initially or if it needs to be escalated to the next level. Complaints should not be escalated to the Head of School or Principal unless it has been addressed at the correct level first. **All formal complaints by parents / guardians must initially be communicated in writing** by email. Complaints cannot be on behalf of any other parent or student, they must only relate to the concerns you have for your child, group complaints will not be addressed.

*Please refer to the Flow Chart at the end of the policy*

### **What are the accepted communication methods?**

All concerns must be made in writing by email to the concerned person for formal complaints. Staff emails can be found in the appendix section of this communications and complaints policy. Initial complaints can be raised through the front desk telephone, but must be followed up in writing to the relevant member of staff. When submitting a complaint, the email must also be cc'd to the Primary and Secondary offices who will keep a log of the complaints.

If complaints are directed to the incorrect person, they will be passed on to the correct person and you will be notified. All staff will try to respond to concerns raised within 24 - 48 hours, even if it is just to

acknowledge the complaint in the first instance and allow more time to investigate and respond. Group meetings will not be accepted and every parent / guardian is expected to address only their child's issue, not other parent's issues.

**Grange employees are not allowed to provide personal phone numbers and should not communicate with parents via other forms of social media including WhatsApp. Please ensure you direct all formal complaints via the school email addresses provided.**

**What can I expect if I make a complaint/raise a concern?**

You can expect a written response or follow up phone call within 48 hours of raising the concern, **excluding weekends**, unless it is a child protection and safeguarding issue, which would be addressed immediately. In many cases a follow up meeting may be arranged which could be in person or via Google Meet, as an online call. If a meeting is arranged in person details will need to be forwarded to Grange security to allow access to the school. Parents would need to be met at the main security entrance by the relevant teacher.

**What if I am not satisfied the school's response?**

If you are not satisfied with the school's response, the issue is escalated to the **next level on the Flow Chart**.

**Investigating and responding to complaints.**

If the complaint is taken to the next person in the flow chart after raising the initial complaint the next person will determine if it needs to be passed on to a higher level or if they need to investigate the issue further. In such circumstances it is preferred that school leaders (line managers) work with parents to help resolve the issues raised.

If issues are more serious in nature and it is escalated to the highest level, the Head of School will either appoint an Investigating Officer (most likely Primary Head / Secondary Deputy Head of School) or conduct an investigation himself. If parents are not satisfied with the outcome of their complaint this can then be addressed to the appropriate Grange Governing Council member.

On completion of any investigation, the Head of School or appropriate line manager who has been addressing the case will meet or call the complainant to discuss the investigation findings and to agree appropriate action/s. The final outcome will be communicated by email and details recorded in the student's file.

**Persistent/Repetitive Complaints**

If the same, unfounded issue is received two or more times by the school (despite a suitable response being provided) it will be deemed persistent and repetitious. In these circumstances the Head of School /

School Heads / Deputy Head of School / Head of Operations will write to the complainant/s to explain the matter has been dealt with.

### **Abusive Complaints**

**Aggressive, rude or inappropriate language (verbal or written) will not be tolerated.**

If Grange school employees feel threatened, unsafe or treated in a manner which is disrespectful, all communication with the parent will end immediately including meetings, written communication or phone conversations. Parent would be asked to leave the school site. The expectations of parent is that they should conduct their communications (written and verbal) in the same manner in which they would want to be addressed. Tone should be calm and volume moderated.

In such cases Head of School / Head of Operation or School Heads will:

- Contact the complainant to request this conduct ceases immediately;
- Set restrictions for further contact with colleagues, e.g. not allowing access to the school building;
- Report violent or aggressive incidents to the police, in which case the issue becomes a police matter.

**PROCEDURE FOR CONTACTING THE RIGHT PERSON AT GRANGE SCHOOL TO ANSWER ANY COMPLAINT OR CONCERN:**

Who to contact	Academic Primary	Pastoral Primary	Academic Secondary	Pastoral Secondary
<b>First</b>	Class Teacher	Class Teacher	Class Teacher	Form Tutor
<b>Second</b>	↓ Key Stage Coordinator Or Literacy / Numeracy / SEN Coordinator	↓ Key Stage Coordinator	↓ Head of Subject / SEN Coordinator	↓ Head of Year
<b>Third</b>	↓ Head of Learning and Teaching	↓ Primary Head of Pastoral care and wellbeing	↓ SLT line manager of SENCO / Head of Department	↓ Secondary Head of Pastoral
<b>Fourth</b>	↓ Deputy Head Primary	↓ Deputy Head Primary	↓ Deputy Head Secondary	↓ Deputy Head Secondary
<b>Fifth</b>	↓ Primary Principal	↓ Primary Principal	↓ Head of School	↓ Head of School
<b>Sixth</b>	↓ Head of School	↓ Head of School	↓ Governing Council	↓ Governing Council
<b>Seventh</b>	↓ Governing Council	↓ Governing Council		

Who to contact	Sport / Cocurricular	Boarding	Financial	Safeguarding
First	Class Teacher/Form Tutor	House Parent	Bursar	Head of Safeguarding (Primary / Secondary)
Second	Head of PE / Activities Coordinator	Head of Boarding	Head of Finance	Head of School
Third	Deputy Head Primary/Secondary	Deputy Head Secondary	Head of Operations	Governing Council
Fourth	Primary Principal	Head of School	Head of School	
Fifth	Head of School	Governing Council	Governing Council	
Sixth	Governing Council			

## Grange School Contact information

### Primary

Name	Position / Role	Email
Secretary	Primary Office	pryoffice@grangeschool.com
Mrs. Griffiths	Primary Head	a.griffiths@grangeschool.com
Mrs. Igbokwe	Deputy Head Primary	k.igbokwe@grangeschool.com
Mr. Durodola	Head Pastoral Care	ra.durodola@grangeschool.com
Mrs. Rahaman	Nursery / Reception Coordinator	e.rahman@grangeschool.com
Mr. Akpan	Key Stage One Coordinator	a.akpan@grangeschool.com
Mrs. Osameke	Key Stage Two Coordinator	h.osameke@grangeschool.com
Mr. Roberts	Head Numeracy	e.roberts@grangeschool.com
Mr. Anele	Head Literacy	i.anele@grangeschool.com
Mr. Jatto	Head Activities	<a href="mailto:c.jatto@grangeschool.com">c.jatto@grangeschool.com</a>
Mrs. Akande	Nursery 1/ Class Teacher	c.akande@grangeschool.com
Miss Asa	Nursery 1/ Class Teacher	r.asa@grangeschool.com
Mrs. Rahaman	Reception 1/Class Teacher	e.rahman@grangeschool.com
Miss Kuti-George	Reception 2/Class Teacher	i.kutigeorge@grangeschool.com
Mrs. Alagbe	Year 1A/Class Teacher	e.alagbe@grangeschool.com
Mrs. Adedini	Year 1B/Class Teacher	e.adedini@grangeschool.com
Miss Oshidipe	Year 2A/Class Teacher	a.oshidipe@grangeschool.com
Miss. Obayuwana	Year 2B/Class Teacher	e.obayuwana@grangeschool.com
Mr. Ekpo	Year 3A/Class Teacher	m.ekpo@grangeschool.com
Mrs. Obatunde	Year 3B/Class Teacher	a.obatunde@grangeschool.com
Mr. Tairu	Year 4A/Class Teacher	o.tairu@grangeschool.com
Miss Amusan	Year 4B/Class Teacher	a.amusan@grangeschool.com
Mr. Roberts	Year 5A/Class Teacher	e.roberts@grangeschool.com
Mr. Idu	Year 5B/Class Teacher	o.idu@grangeschool.com
Mr. Osuagwu	Year 5C/Class Teacher	e.osuagwu@grangeschool.com
Mr. Anele	Year 6A/Class Teacher	i.anele@grangeschool.com
Mr. Babalola	Year 6B/Class Teacher	o.babalola@grangeschool.com

### Secondary

Name	Position / Role	Email
Secretary	Secondary Office	secoffice@grangeschool.com
Mrs. Sotunde	Deputy Head Secondary	o.sotunde@grangeschool.com
Mrs. Itemeh	Head Pastoral And Wellbeing	e.itemeh@grangeschool.com
Mr. Imoniakemu	Head Of Learning And Teaching	s.imoniakemu@grangeschool.com
Mr. Obi	Director Of Activities	<a href="mailto:o.obi@grangeschool.com">o.obi@grangeschool.com</a>

Mr. Gbemiga Williams	Year 7A Form Tutor	do.williams@grangeschool.com
Mr. Iyiola	Year 7B Form Tutor	c.iyiola@grangeschool.com
Mrs. Akinboyede	Year 7C Form Tutor	f.akinboyede@grangeschool.com
Mr. Damola	Year 7D Form Tutor	a.damola@grangeschool.com
Mrs. Farojoye	Year 7E Form Tutor	s.george@grangeschool.com
Mr. Kolawole	Year 8A Form Tutor	k.adebayo@grangeschool.com
Mr. Ayinde	Year 8B Form Tutor	o.ayinde@grangeschool.com
Mr. Egbeyemi	Year 8C Form Tutor	a.egbeyemi@grangeschool.com
Mrs. Oje	Year 8D Form Tutor	o.oje@grangeschool.com
Mr. Ugama	Year 8E Form Tutor	a.ugama@grangeschool.com
Mr. Adebowale	Year 9A Form Tutor	a.ajibola@grangeschool.com
Mr. Alawode	Year 9B Form Tutor	j.alawode@grangeschool.com
Mr. Adeleye	Year 9C Form Tutor	s.adeleye@grangeschool.com
Mr. Akinyele	Year 9D Form Tutor	a.akinyele@grangeschool.com
Mr. Adigun	Year 9E Form Tutor	s.adigun@grangeschool.com
Mr. Adekunle	Year 10A Form Tutor	k.adekunle@grangeschool.com
Mr. Popoola	Year 10B Form Tutor	j.popoola@grangeschool.com
Mr. David Williams	Year 10C Form Tutor	d.williams@grangeschool.com
Mr. Ezeh	Year 10D Form Tutor	cc.ezeh@grangeschool.com
Mr. Ucherike	Year 11A Form Tutor	i.ucherike@grangeschool.com
Mr. Omoniyi	Year 11B Form Tutor	o.omoniyi@grangeschool.com
Mrs. Olayiwole	Year 11C Form Tutor	o.olayiwole@grangeschool.com
Mr. Akinhanmi	Year 11D Form Tutor	f.akinhanmi@grangeschool.com

## Subject Teachers

Name	Position / Role	Email
Adebowale Ajibola	French Teacher	a.ajibola@grangeschool.com
Akinboyede Felicia	French Teacher	F.Akinboyede@Grangeschool.Com
Osemeké Donatus	English / Literature Teacher	d.osemeké@grangeschool.com
Udunwa Chinyere	English / Literature Teacher	u.chinyere@grangeschool.com
Adekunle Kayode	English / Literature Teacher	K.Adekunle@Grangeschool.Com
Oje Oreoluwa	English Teacher	O.Oje@Grangeschool.Com
Ugama Abraham	English Teacher	a.ugama@grangeschool.com
Omorodion Millie	Literature/Drama	m.omorodion@grangeschool.com
Funmiluyi Jimoh	Mathematics Teacher	F.Jimoh@Grangeschool.Com
Omoniyi Olusegun	Mathematics Teacher	O.Omoniyi@Grangeschool.Com
Ucherike Innocent	Mathematics Teacher	i.ucherike@grangeschool.com
Aderinto Adekemi	Geography Teacher	Y.Aderinto@Grangeschool.Com
Iyiola Clement	Geography /History Teacher	C.Iyiola@Grangeschool.Com
Otene Emmanuel	History Teacher	e.otene@grangeschool.com
Popoola Johnson	History Teacher	j.popoola@grangeschool.com
Itemeh Ebidoere	Biology Teacher	E.Itemeh@Grangeschool.Com
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Spiff Eniola	Biology Teacher	e.spiff@grangeschool.com

Ayinde Olushola	Physics Teacher	O.Ayinde@Grangeschool.Com
Imoniakemu Solomon	Physics Teacher	S.Imoniakemu@Grangeschool.Com
Williams David	Physics Teacher	do.williams@grangeschool.com
Akinhanmi Edward	Chemistry Teacher	F.Akinhanmi@Grangeschool.Com
Egbeyemi Adesesan	Chemistry Teacher	A.Egbeyemi@Grangeschool.Com
Akinyele Adeniyi	ICT Teacher	A.Akinyele@Grangeschool.Com
Ezeh Cletus	ICT Teacher/Computing	Cc.Ezeh@Grangeschool.Com
Adefeso Opeyemi	Counsellor	o.adeeso@grangeschool.com
Oguntade Kayode	Music Teacher	K.Oguntade@Grangeschool.Com
Alawode Jide	Music Teacher	J.Alawode@Grangeschool.Com
Arojo Iyabode	Economics/Business Studies Teacher	I.Arojo@Grangeschool.Com
Kolawole Adebayo	Business Studies Teacher	k.adebayo@grangeschool.com
Adetumbi Adedamola	Spanish Teacher	A.Damola@Grangeschool.Com
Williams David	Art Teacher	d.williams@grangeschool.com
Adeleye Samuel	Art Teacher	S.Adeleye@Grangeschool.Com
Farojoye Siya	Drama Teacher	S.George@Grangeschool.Com
Gegele Mariam	Drama Teacher	M.Lawal@Grangeschool.Com
Obi Okechukwu	PE Teacher	o.obi@grangeschool.com
Seje Olaniyi	PE Teacher	s.olaniyi@grangeschool.com
Israel Chidinma	PE Assistant	C.Israel@Grangeschool.Com
Oyetunde Oyekan	Special Education Needs Coordinator	o.oyekan@grangeschool.com

### Head of School / Administration / Operations

Name	Position / Role	Email
Mr. Richard McMahon	Head of School	headofschool@grangeschool.com
Mrs. Olaosebikan	Head of Operations	ma.olaosebikan@grangeschool.com
Mr. Bello	Head of Finance	k.bello@grangeschool.com
Mr. Idowu	Bursar	bursary@grangeschool.com
Mrs. Adeosun	School Nurse	f.adeosun@grangeschool.com
	Marketing and Communications Officer	communications@grangeschool.com
	Front Desk	<a href="mailto:info@grangeschool.com">info@grangeschool.com</a>

### Safeguarding

Name	Position / Role	Email
Mrs. Igbokwe	Safeguarding Primary	k.igbokwe@grangeschool.com
Mr. Durodola	Safeguarding Primary	ra.durodola@grangeschool.com
Mrs. Sotunde	Safeguarding Secondary	o.sotunde@grangeschool.com
Mrs. Itemeh	Safeguarding Secondary	<a href="mailto:e.itemeh@grangeschool.com">e.itemeh@grangeschool.com</a>
Mr. Richard McMahon	Head of School	headofschool@grangeschool.com

## Boarding

Name	Position / Role	Email
Mrs. Akinjogbin	Head of Boarding	e.akinjogbin@grangeschool.com
Mrs. Sotunde	Safeguarding Secondary	o.sotunde@grangeschool.com
Mr. Richard McMahon	Head of School	headofschool@grangeschool.com

## Phone Numbers

Office	Phone Number
Front Desk	09049999950
Primary School Office	07089500515
Secondary School Office	08186423538