

**SEBRIGHT'S EDUCATIONAL FOUNDATION**  
Adam House, Birmingham Road, Kidderminster DY10 2SH  
01562 820181

**Complaints Handling Procedure**

If you have a complaint, please contact the Clerk, in writing either by email to [clerk@sebrights.org.uk](mailto:clerk@sebrights.org.uk) or by letter to the above address, with the details of the complaint.

**What will happen next?**

1. The Clerk will send you a letter acknowledging receipt of your complaint within ten days of receiving the complaint, enclosing a copy of this procedure.
2. The Foundation acting by two Governors and the Clerk will then investigate your complaint.
3. Within 21 days of acknowledging your complaint a written response will be sent to you. However, depending on the nature and extent of the complaint, we may instead or in addition invite you to a meeting to discuss and hopefully resolve your complaint.
4. If a meeting takes place, we will write to you within five working days of the meeting to confirm what took place and any solutions agreed with you or proposals we put to you.
5. If the complaint still remains unresolved having gone through the procedure referred to above, it will then be referred to the Chairman of the Foundation who (or a nominated Governor who was not involved at stage 2) will review the matter. That person will liaise with you and may invite you to a meeting and/or make suggestions for resolving the matter as soon as is reasonably possible but contact will be made with you within 21 days of the matter being referred to that person.
6. We may vary the procedures set out above if we reasonably deem it appropriate.