**Reporting a Complaint or Giving Feedback Webform**

**All Complaints and feedback are initially received by Safeguarding Co-Ordinator (Grace Hernandez)**

(if this is inappropriate due to the nature of the concern it shall be received by Simon Brockington – Safeguarding Officer)

Grace will triage the webform in the following ways:

**Safeguarding Concern**

**(External Safeguarding)**

* Log the Concern on the Safeguarding Log
* Pass information on to the

Safeguarding Officers to process through the Safeguarding Policy and procedures.

* Pass information on to the Police and / Social Services if appropriate

**Staff Grievance**

**(Internal safeguarding/ wellbeing)**

* Log the Concern on the Safeguarding Log
* Pass information on to the Head of HR to process through the Staff Grievance Policy and procedures.

**Student Complaint**

**(Internal safeguarding/ wellbeing)**

* Log the Concern on the Safeguarding Log
* Pass information on to the Senior Tutor to process through the Student Complaints Policy and procedures.