



Okehampton College Feedback and Complaints

We value our relationships with our students, and their parents, carers, and guardians, and place the local community we proudly serve at the heart of what we do. To this end, we very much welcome your feedback. We are always pleased and appreciative to learn when our staff have done a great job or gone above expectations, and your comments will be passed on to ensure that their work is recognised. Moreover, if we get something wrong, we want parents, carers and guardians to let us know so that we can endeavour to put it right.

We define 'complaint' as 'any matter about which a parent, carer or guardian of a student is unhappy and seeks action by the school.' We make every effort to deal with concerns informally and at an early stage, in the spirit of partnership, and to ensure that concerns and complaints are resolved in a timely manner and in line with the procedures set out in Dartmoor Multi Academy Trust's Complaints Policy.

If you have any feedback, concerns or complaint, please do let us know and raise them directly with us, by contacting relevant members of staff either in person, or directly via telephone or email. In the first instance, this would normally be your child's tutor, or for subject specific matters, your child's subject teacher. If you are contacting us with a concern or complaint, and feel it is unresolved after such initial contact, you may subsequently wish to contact Faculty or House Team leads, followed by Academic Directors and Senior Leaders. You will receive a reply within ten working days. Contact details for members of staff can be found [here](#).

You can access our Trust's Complaints policy and procedure [here](#). Please reach out to our Trust using this policy if you feel your concern or complaint remains unresolved after the College.