

Positive Goals Complaints Procedure

1. Start by telling your child's Teacher at Positive Goals about your concerns.
2. If you feel you need to pursue your complaint further, then please contact the Alternative Curriculum Manager at Burnley FC in the Community using the details as listed below:-

Gwilym Jones

Turf Moor

Harry Potts Way

Burnley

BB10 4BX

Telephone 01282 704716

3. The Alternative Curriculum Manager will acknowledge your complaint in writing within one week and arrange for your complaint to be fully investigated using the following steps:

- Will conduct a full investigation and respond in writing within two weeks (complaints made outside term-time may take longer)
- Respond to you in writing giving you the outcome of the investigation.

4. If you are not satisfied with the way the Alternative Curriculum Manager has handled your complaint then you can ask that the Management Committee of Positive Goals to consider the matter.

Details of how to do this will be contained in the Alternative Curriculum Manager response.

5. If your complaint is about the Alternative Curriculum Manager then please make contact with your parent school.