

Adams House

Complaints Procedure

Adams House has a procedure, by which boarders and parents have a right to be heard if they are concerned about any matter affecting the welfare of boarders.

Minor Complaints

Complaints about day to day issues, such as maintenance problems, food issues, etc are recorded appropriately and dealt with accordingly. Feedback for such complaints is normally immediate and verbal.

Other Complaints

All other complaints should be directed to Head of Boarding in one of the following ways;

By telephone: 01939 233311

By email: nc@thomasadams.net

In Writing: Adams House
100 High Street
Wem
Shropshire
SY4 5DS

All complaints are recorded and acknowledged in writing by Head of Boarding within 24 hours. Parents and boarders must be aware that most complaints will need further investigation so, although initial contact will be made within 24 hours, it is highly likely that the matter will take longer to resolve, depending upon its severity.

All complaints will receive a written response.

If a complaint is recorded, a purple dot will appear on the boarder's file

If a parent or boarder is dissatisfied with the outcome of the above procedure, they may complain, in writing to the Chair of Governors for Thomas Adams School;

Mr D Watts
C/O Thomas Adams School
Lowe Hill Road
Wem
Shropshire
SY4 5UB

If a parent or boarder is dissatisfied with the outcome of the above procedure or, if the complaint is about Head of Boarding, they may complain to:

Mr D O'Toole, C.E.O
The 3-18 Education Trust
Longden Road
Shrewsbury
SY3 9EE

ceo@318education.co.uk

The C.E.O will acknowledge the complaint within 24 hours and will respond with the same conditions applying as above, always responding in writing.

For serious complaints about a child's welfare, parents / boarders may contact OFSTED:

By Telephone: 0300 123 4666

By email: enquiries@ofsted.gov.uk

In Writing: OFSTED
Picadilly Gate
Store Street
Manchester
M1 2WD

OFSTED will advise on the next course of action.

This policy was updated 04/09/2021

Changes Made: C.E.O added to complaints procedure
OFSTED telephone number updated

This policy was updated 01/09/22

Changes Made: New C.E.O details added

