

## **Complaints**

We take all complaints seriously. We have a full complaints policy which is available from the school office or for download from the school website.

Initial complaints regarding students and the school should be made to, Hannah Mackley, Headteacher by telephone on 01652 631280 or via email to Barton@optionsautism.co.uk. If the complaint concerns the Headteacher, please contact Toni Woods, Assistant Regional Director, toni.woods@optionsautism.co.uk.

We have received 0 complaints in the academic year 2022 - 23.

We received 1 complaint in the academic year 2023 - 2024.

The complaint related to traffic delays due to traffic turning into the school entrance.

We received 0 complaints in the academic year 2024 – 2025

We received 4 complaints in the academic year 2025 – 2026

3 complaints related to taxi drivers stopping on the road near the school causing delays. 1 related to taxi drop off.