

## Appendix 6 – Great Academy Ashton

### Concerns: How to contact your child's teacher

You can either contact your child's teacher, head of department, head of year or form tutor by telephoning school on 0161 241 9555 and leave a message or by emailing [admin@gaa.org.uk](mailto:admin@gaa.org.uk) or direct (their email addresses can be found on the school website)

### Complaints Stage 1: How to contact the academy's complaints coordinator

At this stage you should speak or write to the Academy's Complaints Coordinator. Please email [admin@gaa.org.uk](mailto:admin@gaa.org.uk) with FAO complaints coordinator in the subject heading.

### Complaints Stage 2: How to escalate your complaint to Stage 2

If you are not satisfied with the response you have received from Stage 1, the complaint may be progressed to Stage 2 of the formal complaints procedure. At this stage, you should speak or write to the Principal. Please email [admin@gaa.org.uk](mailto:admin@gaa.org.uk) with FAO Mr Waugh in the subject heading.

### Complaints Stage 3: How to escalate your complaint to Stage 3

If you are not satisfied with the response you have received at Stage 2, the complaint may be progressed to Stage 3. Stage 3 complaints should be addressed to the Chair of the Governing Body by emailing Clerk of the Governors, Hannah Abbott on [habbott@gaet.co.uk](mailto:habbott@gaet.co.uk) please advise which school your child attends in your email.

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