



**GRANGE SCHOOL**  
*A Culture of Continuous Improvement*

## Communication and Complaints Policy

2025 - 2026 Academic year

Compiled by: Richard McMahon	Approved by: Richard McMahon
Designation: Head of School	Designation: <b>Head of School</b>
Signature:	
	Date: July 2025
Next Review Date: August 2026	

## Rationale

Grange School believes that forming strong home school partnerships and having regular and open communication channels between the school and parents supports students with their learning and academic progress. The school provides clear channels for communicating and raising concerns and parents need to be aware of these. Issues often arise due to parents being unaware of school policies or procedures, having regular communication with all stakeholders helps to prevent issues arising in the first instance. If there are concerns, Grange School wishes to deal with these in a fair and consistent manner.

We believe it is important for parents to address any concerns they may have directly with the member of staff, in the first instance, to try and resolve differences. Most cases would typically involve speaking directly to your child's teacher as they know the children and potential issue. Sometimes what is reported at home does not include all the details disclosed by the child, which is why it is important to clarify initially with the concerned teacher. We understand at times parents may not feel comfortable addressing the teacher initially, depending upon the nature of the complaint, in these cases a staged approach has been implemented specifically identifying who you should address the complaint to.

Grange school has a number of different departments in which a concern or complaint should be directed to, depending upon the nature of the concern, these typically fall under the following categories:

Categories	Education / SEN	Pastoral and wellbeing	Sports and cocurricular	Boarding	Financial (Administration and Operations)	Safeguarding
Typical areas within this category.	Anything related to how your child is performing academically, in lessons and summative assessments.	This includes anything about their personal wellbeing, general conduct, and behaviour.	All sports related activities including fixtures and competitions.	Issues related to secondary student in the Boarding facility / Hostel.	Matters related to payment of school fees and additional payments made to the school.	Anything which may be of concern to you which could cause harm to a child.

At Grange school we have a number of different methods for updating parents and the wider community about our educational provision. It is important for parents to be familiar with these, check them regularly to ensure they are kept abreast of the latest information concerning their child.

**Website** - Publishing key information about the school including upcoming events and key leadership positions at the school and Governing Council members.

**SMS** - For quick messages and urgent notifications.

**Whole School Newsletter** - Released to all parents via email and published on the website.

**Head of School / Secondary and Primary leadership letters** - Important information including general reminders and updated procedures or policies, which will be shared by email.

**Student planners** - Weekly records for parents to check and sign.

**Google classroom** - information shared with students by their teachers including lesson resources and curriculum details.

**Social Media** - (Instagram, Facebook, YouTube) sharing recent events.

**WhatsApp** - Each Year group has an administrator only WhatsApp Group which will share all school and year group related letters which have been sent to parents via the formal school email. This provides a quick and easy way for parents to receive information. The groups will only be enabled for Grange school to post information.

**Phone** - Parents can contact the school by phone by dialling the front desk number (09049999950).

**Educare** - Is a school-based portal system currently used only by Grange teachers and administration. Educare is in the process of being developed to implement a parent portal which will share all relevant student information.

### **Who do I raise a complaint or concern to?**

It is important that concerns are brought to the attention of the correct person, so it may be dealt with efficiently and effectively. Issues should be addressed to the person they have a concern with, unless there are good reasons for needing to take this to the next stage of the flow chart responsibilities, which is typically the immediate line manager of the concerned member of staff.

Complaints should not be escalated to the Head of School or Head of Primary / Secondary unless it has been addressed at the correct level first. **All formal complaints by parents / guardians must initially be communicated in writing** by email. Complaints cannot be on behalf of any other parent or student, they must only relate to the concerns you have for your child, group complaints will not be addressed.

***Please refer to the Flow Chart at the end of the policy***

### **What are the accepted communication methods?**

All concerns must be made in writing by email to the concerned person for formal complaints. Staff emails can be found in the appendix section of this communications and complaints policy. Initial complaints can be raised through the front desk telephone, but must be followed up in writing to the relevant member of staff. When submitting a complaint, the email must also be cc'd to the Primary and Secondary offices who will keep a log of the complaints.

If complaints are directed to the incorrect person, they will be passed on to the correct person and you will be notified. All staff will try to respond to concerns raised within 24 - 48 hours, even if it is just to acknowledge the complaint in the first instance and allow more time to investigate and respond. Group meetings will not be accepted and every parent / guardian is expected to address only their child's issue, not other parent's issues.

**Grange employees are not allowed to provide personal phone numbers and should not communicate with parents via other forms of social media including WhatsApp. Please ensure you direct all formal complaints via the school email addresses provided.**

### **What can I expect if I make a complaint/raise a concern?**

You can expect a written response or follow up phone call within 48 hours of raising the concern, **excluding weekends**, unless it is a child protection and safeguarding issue, which would be addressed immediately. In many cases a follow up meeting may be arranged which could be in person or via Google Meet, as an online call. If a meeting is arranged in person details will need to be forwarded to Grange security to allow access to the school. Parents would need to be met at the main security entrance by the relevant teacher.

### **What if I am not satisfied the school's response?**

If you are not satisfied with the school's response, the issue is escalated to the **next level on the Flow Chart**.

### **Investigating and responding to complaints.**

If the complaint is taken to the next person in the flow chart after raising the initial complaint the next person will determine if it needs to be passed on to a higher level or if they need to investigate the issue further. In such circumstances it is preferred that school leaders (line managers) work with parents to help resolve the issues raised.

If issues are more serious in nature and it is escalated to the highest level, the Head of School will either appoint an Investigating Officer (Head of Primary / Head of Secondary) or conduct an investigation himself. On completion of any investigation, the Head of School or appropriate line manager who has been addressing the case will meet or call the complainant to discuss the investigation findings and to agree

appropriate action/s. The final outcome will be communicated by email and details recorded in the student or staff file.

If parents are not satisfied with the outcome of their complaint this can then be addressed to the appropriate Grange Governing Council committee, which is the School Relations Committee (SRC). The Chair of the SRC is Ms.Lanre- Phillips will oversee the process and appeals need to be sent to the Company Secretary Mrs.Anoka [s.anoka@grangeschool.com](mailto:s.anoka@grangeschool.com)

### **Persistent/Repetitive Complaints**

If the same, unfounded issue is received two or more times by the school (despite a suitable response being provided) it will be deemed persistent and repetitious. In these circumstances the Head of School / Head of Primary / Head of Secondary / Head of Operations will write to the complainant/s to explain the matter has been dealt with.

### **Abusive Complaints**

**Aggressive, rude or inappropriate language (verbal or written) will not be tolerated.**

If Grange school employees feel threatened, unsafe or treated in a manner which is disrespectful, all communication with the parent will end immediately including meetings, written communication or phone conversations. Parent would be asked to leave the school site. The expectations of parent is that they should conduct their communications (written and verbal) in the same manner in which they would want to be addressed. Tone should be calm and volume moderated.

In such cases Head of School / Head of Operation or School Heads will:

- Contact the complainant to request this conduct ceases immediately;
- Set restrictions for further contact with colleagues, e.g. not allowing access to the school building;
- Report the case to the Governing Council SRC (Actions taken by the SRC may include written warnings, access restrictions, removal of school place for the following academic year)
- Report violent or aggressive incidents to the police, in which case the issue becomes a police matter.

**PROCEDURE FOR CONTACTING THE RIGHT PERSON AT GRANGE SCHOOL TO ANSWER ANY COMPLAINT OR CONCERN:**

Who to contact	Academic Primary	Pastoral Primary	Academic Secondary	Pastoral Secondary
<b>First</b>	Class Teacher	Class Teacher	Class Teacher	Form Tutor
<b>Second</b>	↓ Key Stage Coordinator Or Literacy / Numeracy / SEN Coordinator	↓ Key Stage Coordinator	↓ Head of Subject / SEN Coordinator	↓ Head of Year
<b>Third</b>	↓ Head of Learning and Teaching	↓ Primary Head of Pastoral care and wellbeing	↓ SLT line manager of SENCO / Head of Department	↓ Secondary Head of Pastoral
<b>Fourth</b>	↓ Head of Primary	↓ Head of Primary	↓ Head Secondary	↓ Head Secondary
<b>Fifth</b>	↓ Head of School	↓ Head of School	↓ Head of School	↓ Head of School
<b>Sixth</b>	↓ SRC	↓ SRC	↓ SRC	↓ SRC

Who to contact	Sport / Cocurricular	Boarding	Financial	Safeguarding
First	Class Teacher/Form Tutor	House Parent	Bursar	Head of Safeguarding (Primary / Secondary)
Second	Head of PE / Activities Coordinator	Head of Boarding	Head of Finance	Head of School
Third	Head of Secondary / Primary	Head Secondary	Head of Operations	SRC
Fourth	Head of School	Head of School	Head of School	
Fifth	SRC	SRC	SRC	

#### Procedure for escalating a complaint to the SRC

- If a parent is not satisfied with the outcome of a complaint raised, after having escalated to the Head of School, they can then formally take the concern / complaint to the SRC (only after having received a response from the Head of School).
- The parent will need to write formally to the SRC Chairperson including details of the complaint along with any supporting documentation, all communications should be sent to the Company Secretary, Mrs.Anoka, [s.anoka@grangeschool.com](mailto:s.anoka@grangeschool.com)
- The SRC will review the complaint and meet with the school management before the parent/s.
- After the SRC has met the parent (this will typically be an online meeting), if needed the SRC will then follow up with the school management to clarify any points or questions they have following the parent meeting.
- The SRC will communicate the final decision to the Head of School.
- The SRC will communicate the final decision in a letter to the parent via the company secretary.

## Grange School Contact information

### Primary

Name	Position / Role	Email
Secretary	Primary Office	pryoffice@grangeschool.com
Mrs. Igbokwe	Head of Primary	k.igbokwe@grangeschool.com
Mr. Durodola	Head Pastoral Care	ra.durodola@grangeschool.com
Mrs. Rahman	Nursery / Reception Coordinator	e.rahman@grangeschool.com
Mr. Akpan	Key Stage One Coordinator	a.akpan@grangeschool.com
Mrs. Osameke	Key Stage Two Coordinator	h.osameke@grangeschool.com
Mr. Roberts	Head Numeracy	e.roberts@grangeschool.com
Mr. Anele	Head Literacy	i.anele@grangeschool.com
Mr. Jatto	Head of Activities	c.jatto@grangeschool.com
Mrs. Akande	Nursery 1/ Class Teacher	c.akande@grangeschool.com
Mrs. Augustus	Nursery 2/ Class Teacher	r.augustus@grangeschool.com
Mrs. Rahman	Reception 1/Class Teacher	e.rahman@grangeschool.com
Miss Kuti-George	Reception 2/Class Teacher	i.kutigeorge@grangeschool.com
Mrs. Opadoyin	Year 1A/Class Teacher	f.opadoyin@grangeschool.com
Mrs. Adedini	Year 1B/Class Teacher	e.adedini@grangeschool.com
Mrs. Onyebuagu	Year 2A/Class Teacher	c.onyebuagu@grangeschool.com
Mrs. Alagbe	Year 2B/Class Teacher	e.alagbe@grangeschool.com
Mrs. Owoyemi	Year 3A/Class Teacher	e.owoyemi@grangeschool.com>
Mrs. Obatunde	Year 3B/Class Teacher	a.obatunde@grangeschool.com
Mr. Adunbarin	Year 4A/Class Teacher	e.adunbarin@grangeschool.com
tbc	Year 4B/Class Teacher	
Mr. Ekpo	Year 5A/Class Teacher	m.ekpo@grangeschool.com
Mr. Osuagwu	Year 5B/Class Teacher	e.osuagwu@grangeschool.com
Mr. Anele	Year 6A/Class Teacher	i.anele@grangeschool.com
Mr. Roberts	Year 6B/Class Teacher	e.roberts@grangeschool.com
Mrs. Adiaha	Food and Nutrition Teacher	a.adiaha@grangeschool.com

### Secondary

Name	Position / Role	Email
Secretary	Secondary Office	secoffice@grangeschool.com
Mrs. Sotunde	(Acting) Head Secondary	o.sotunde@grangeschool.com
Mrs. Itemeh	Head Pastoral And Wellbeing	e.itemeh@grangeschool.com
Mr. Imoniakemu	Head Of Learning And Teaching	s.imoniakemu@grangeschool.com
Mr. Obi	Director Of Activities	o.ob@grangeschool.com



## Secondary Form Tutors

<b>Mr.Otene</b>	<b>Head Year 7</b>	e.otene@grangeschool.com
Mr. Adetunmbi	Year 7A Form Tutor	a.adetunmbi@grangeschool.com
Mr. Iyiola	Year 7B Form Tutor	c.iyiola@grangeschool.com
Mrs. Akinboyede	Year 7C Form Tutor	f.akinboyede@grangeschool.com
Mrs. Farojoye	Year 7D Form Tutor	s.george@grangeschool.com
Mr. Akinboye Desmond	Year 7E Form Tutor	d.akingboye@grangeschool.com
Mrs. Akinbohun	Year 7F Form Tutor	o.akinbohun@grangeschool.com
<b>Mrs. Olayiwole</b>	<b>Head Year 8</b>	o.olayiwole@grangeschool.com
Mr. Alabi	Year 8A Form Tutor	t.alabi@grangeschool.com
Miss. Chidinma	Year 8B Form Tutor	c.israel@grangeschool.com
Ms. Adefeso	Year 8C Form Tutor	o.adeieso@grangeschool.com
Mrs. Oje	Year 8D Form Tutor	o.oje@grangeschool.com
Mr. Akinyele	Year 8E Form Tutor	a.akinyele@grangeschool.com
<b>Mrs Udunwa</b>	<b>Head Year 9</b>	u.chinyere@grangeschool.com
Mr. Gbemiga Williams	Year 9A Form Tutor	do.williams@grangeschool.com
Mr. Kolawole	Year 9B Form Tutor	k.adebayo@grangeschool.com
Mr. Akuwudike	Year 9C Form Tutor	j.akuwudike @grangeschool.com
Mr. Ezeh	Year 9D Form Tutor	cc.ezeh@grangeschool.com
<b>Mrs.Omorodion</b>	<b>Head Year 10</b>	m.omorodion@grangeschool.com
Mr. Alawode	Year 10A Form Tutor	j.alawode@grangeschool.com
Mr. Egeyemi	Year 10B Form Tutor	a.egbeyemi@grangeschool.com
Mr. Popoola	Year 10C Form Tutor	j.popoola@grangeschool.com
Mr. Akinhanmi	Year 10D Form Tutor	f.akinhanmi@grangeschool.com
<b>Mrs.Aderinto</b>	<b>Head Year 11</b>	y.aderinto@grangeschool.com
Mr. Adekunle	Year 11A Form Tutor	k.adekunle@grangeschool.com
Mr. D. Williams	Year 11B Form Tutor	d.williams@grangeschool.com
Mr. Adeleye	Year 11C Form Tutor	s.adeleye@grangeschool.com
Mr. Ucherike	Year 11D Form Tutor	i.ucherike@grangeschool.com

## Secondary Subject Teachers

<b>Name</b>	<b>Position / Role</b>	<b>Email</b>
Joshua Akwudike	French Teacher	j.akwudike@grangeschool.com
Akinboyede Felicia	French Teacher	f.akinboyede@grangeschool.com
Osemeke Donatus	English / Literature Teacher	d.osemeke@grangeschool.com
Udunwa Chinyere	English / Literature Teacher	u.chinyere@grangeschool.com
Adekunle Kayode	English / Literature Teacher	k.adekunle@grangeschool.com
Oje Oreoluwa	English Teacher	o.oje@grangeschool.com
Timothy Alabi	English Teacher	t.alabi@grangeschool.com
Omorodion Millie	Literature/Drama	m.omorodion@grangeschool.com
Funmiluyi Jimoh	Mathematics Teacher	j.funmiluyi@grangeschool.com
Oluwabusola Akinbohun	Mathematics Teacher	o.akinbohun@grangeschool.com

Ucherike Innocent	Mathematics Teacher	i.ucherike@grangeschool.com
Aderinto Adekemi	Geography Teacher	y.aderinto@grangeschool.com
Iyiola Clement	Geography /History Teacher	c.iyiola@grangeschool.com
Otene Emmanuel	History Teacher	e.otene@grangeschool.com
Popoola Johnson	History Teacher	j.popoola@grangeschool.com
Itemeh Ebidoere	Biology Teacher	e.itemeh@grangeschool.com
Olayiwole Olanrewaju	Biology Teacher	o.olayiwole@grangeschool.com
Spiff Eniola	Biology Teacher	e.spiff@grangeschool.com
Akingboye Desmond	Biology Teacher	d.akingboye@grangeschool.com
Ayinde Olushola	Physics Teacher	o.ayinde@grangeschool.com
Imoniakemu Solomon	Physics Teacher	s.imoniakemu@grangeschool.com
Williams David	Physics / Mathematics Teacher	do.williams@grangeschool.com
Akinhanmi Edward	Chemistry Teacher	f.akinhanmi@grangeschool.com
Egbeyemi Adesesan	Chemistry Teacher	a.egbeyemi@grangeschool.com
Akinyele Adeniyi	ICT Teacher	a.akinyele@grangeschool.com
Ezeh Cletus	ICT Teacher/Computing	cc.ezeh@grangeschool.com
Adefeso Opeyemi	Counsellor	o.adeeso@grangeschool.com
Oguntade Kayode	Music Teacher	k.oguntade@grangeschool.com
Alawode Jide	Music Teacher	j.alawode@grangeschool.com
Arojo Iyabode	Economics/Business Studies Teacher	i.arojo@grangeschool.com
Kolawole Adebayo	Business Studies Teacher	k.adebayo@grangeschool.com
Adetunmbi Adedamola	Spanish Teacher	a.adetunmbi@grangeschool.com
Williams David	Art Teacher	d.williams@grangeschool.com
Adeleye Samuel	Art Teacher	s.adeleye@grangeschool.com
Farojoye Siya	Drama Teacher	s.george@grangeschool.com
Gegele Mariam	Drama Teacher	m.lawal@grangeschool.com
Obi Okechukwu	PE Teacher	o.ob@grangeschool.com
Seje Olaniyi	PE / Science Teacher	s.olaniyi@grangeschool.com
Israel Chidinma	PE Assistant	c.israel@grangeschool.com
Patricia Olise	Unique Learners Coordinator	p.olise@grangeschool.com
Adiaha Abigail	Food and Nutrition Teacher	a.adiaha@grangeschool.com

#### Head of School / Administration / Operations

Name	Position / Role	Email
Mr. Richard McMahon	Head of School	headofschool@grangeschool.com
Mrs. Olaosebikan	Head of Operations	ma.olaoosebikan@grangeschool.com
Mr. Bello	Head of Finance	k.bello@grangeschool.com
Mrs. Anoka	Company Secretary	s.anoka@grangeschool.com
Mr. Idowu	Bursar	bursary@grangeschool.com
Mrs. Adeosun	School Nurse	f.adeosun@grangeschool.com
Ms. Abdullahi	Marketing and Communications Officer	communications@grangeschool.com
Babatunde Agunbiade	Front Desk	b.agunbiade@grangeschool.com

## Safeguarding

Name	Position / Role	Email
Mrs. Igbokwe	Safeguarding Primary	k.igbokwe@grangeschool.com
Mr. Durodola	Safeguarding Primary	ra.durodola@grangeschool.com
Mrs. Sotunde	Safeguarding Secondary	o.sotunde@grangeschool.com
Mrs. Itemeh	Safeguarding Secondary	e.itemeh@grangeschool.com
Mr. McMahon	Head of School	headofschool@grangeschool.com

## Boarding

Name	Position / Role	Email
Mrs. Akinjogbin	Head of Boarding	e.akinjogbin@grangeschool.com
Mrs. Sotunde	Safeguarding Secondary	o.sotunde@grangeschool.com
Mr. McMahon	Head of School	headofschool@grangeschool.com

## Phone Numbers

Office	Phone Number
Front Desk	09049999950
Primary School Office	07089500515
Secondary School Office	08186423538