



## Complaints Policy and Procedures

We take all feedback very seriously and will treat it as an opportunity to develop, which is why we are always keen to hear from you. We know that from time to time mistakes or misunderstandings can happen, but we want to be able to apologise for them, learn from them and try to prevent them happening again.

In the first instance, please contact the relevant person by phone or email and we will try to resolve your issue.

What is your complaint about?	Types of issues	Who to contact
A CPD event	Admin prior to the day/during the event/post event	Jonathan Guildford <a href="mailto:Jonathan.Guildford@haringeyeducationpartnership.co.uk">Jonathan.Guildford@haringeyeducationpartnership.co.uk</a>
	The content of the course/delivery etc.	Heather deSilva <a href="mailto:Heather.deSilva@haringeyeducationpartnership.co.uk">Heather.deSilva@haringeyeducationpartnership.co.uk</a>
Governor Support	Clerking, Governor services, Governor Training	Brenda Bruno <a href="mailto:Brenda.Bruno@haringeyeducationpartnership.co.uk">Brenda.Bruno@haringeyeducationpartnership.co.uk</a>
Teacher development and Governance	Issues surrounding staff development, (including ECTs and TeachHEP) and leadership, and Governance	Anne Etchells <a href="mailto:Anne.Etchells@haringeyeducationpartnership.co.uk">Anne.Etchells@haringeyeducationpartnership.co.uk</a>
Improvement Partner	Notes of Visit not received Visits delayed etc.	Contact your IP in the first instance Individual email addresses available on our website
	Unresolved issues with Improvement Partner	Fran Hargrove <a href="mailto:Fran.Hargrove@haringeyeducationpartnership.co.uk">Fran.Hargrove@haringeyeducationpartnership.co.uk</a>
Membership of HEP	Costs/Value for money/conduct of a member of HEP	James Page <a href="mailto:James.Page@haringeyeducationpartnership.co.uk">James.Page@haringeyeducationpartnership.co.uk</a>

Please include your name, email, address and contact number in any email or letter, so that we can contact you if we need to. We will attempt to resolve any issues at this stage.

However, if you feel your complaint has not been resolved, please write or email James Page, our Chief Executive:

James Page

Haringey Education Partnership,

Inderwick Road,

Crouch End N8 9JF

[James.page@haringeyeducationpartnership.co.uk](mailto:James.page@haringeyeducationpartnership.co.uk)

We will investigate and a response will be sent within 10 working days of receiving a written complaint. The response will summarise what investigations have been carried and what action, if any, is proposed to resolve the matter.

If your complaint is about the Chief Executive, or your issue that has still not been resolved, your complaint should be referred in writing to Valerie Hannon, the Independent Chair of the Board of Directors. Please write to: Complaints, c/o Valerie Hannon

Haringey Education Partnership,  
Inderwick Road,  
Crouch End N8 9JF

The Operations Manager, Sophie Plimley ([Sophie.Plimley@haringeyeducationpartnership.co.uk](mailto:Sophie.Plimley@haringeyeducationpartnership.co.uk)) will notify you of the decision within 15 days of meeting, and what action, if any, is proposed to resolve the matter. At this point any complaint will be considered to have been fully dealt with.