



Complaints Procedure

If you have a complaint or would like to make a suggestion to help us improve our level of service then we would welcome your comments.

1. Speak to any member of the Community Enterprise team and they will be happy to help, or contact the relevant department via the contacts below:
2. If you prefer or are not satisfied then you can complete an Action Slip and post it into the box in the Community Enterprise Reception or you can also write directly to the Business Manager at:

Wyvern College,
Botley Road,
Fair Oak,
Eastleigh,
Hants,
SO50 7AN.

We will respond to you within 14 working days of receipt of your complaint.

3. If you are not satisfied with the response then please write to the Headteacher who will respond within 14 days of receipt of your letter.
4. In the event that you remain unsatisfied, please send a copy of your letter to the Chair of Trustees of the Academy Trust. The complaint will be considered by a panel who will respond within 28 days of receipt. The decision of this panel will be final.

Wyvern Community Enterprise – 023 80692678 (community@wyvern.hants.sch.uk)

Wyvern Sport and Fitness – 023 80603221 (sportandfitness@wyvern.hants.sch.uk)

Wyvern Childcare – 023 80603229 (nursery@wyvern.hants.sch.uk)