



GRANGE SCHOOL
A Culture of Continuous Improvement

Communication and Complaints Policy

2026 - 2027 Academic year

Compiled by: Richard McMahon	Approved by: Richard McMahon
Designation: Head of School	Designation: Head of School
Signature:	
	Date: January 2026
Next Review Date: August 2027	

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 making general enquiries and raising concerns or complaints which 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 complaints, Grange School wishes to deal with these in a formal, 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 enquiry or complaint, in these cases a staged approach has been implemented specifically identifying who you should address the communications and enquiries to.

Grange school has a number of different departments in which a concern 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 to contact and how?

For general enquiries or questions to be addressed please make contact with the appropriate staff member through email. For '**formal complaints**' these must be made using the school complaints links. When a complaint is submitted it will be directed to the relevant person as per the flow chart '**PROCEDURE FOR CONTACTING THE RIGHT PERSON**'. If the complaint has not been addressed satisfactorily parents can escalate the complaint to the next level as per the flow chart.

All formal complaints by parents / guardians must complete the complaint by the complaint log:

PRIMARY COMPLAINTS: <https://forms.gle/g54s8cV954MhXM1V9>

SECONDARY COMPLAINTS: <https://forms.gle/gmYKy2QFWQwTtxtmp9>

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

General communication methods for enquiries or queries?

All general enquiries must be made in writing by email to the concerned person. Staff emails can be found in the appendix section of the communications and complaints policy. General enquiries or addressing questions may also be raised through the front desk or Primary and Secondary office telephone, but must be followed up in writing to the relevant member of staff. When submitting a general enquiry, the email must also be cc'd to the Primary and Secondary offices. All staff will try to respond to general enquiries raised within 24 - 48 hours. As a minimum, teachers are expected to acknowledge parent emails within 48 hours (excluding weekends), however they may require more time to fully respond to questions beyond the 48 hours. If communications are directed to the incorrect person, they will be passed on to the correct person and you will be notified.

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 COMPLAINTS LINKS.

What can I expect if I make a complaint?

Please note group meetings will not be accepted and every parent / guardian is expected to address only their child's issue, not other parent's issues.

After submitting the complaint to the relevant Primary / Secondary link, parents should expect to hear back (email or phone call) from the Head of Primary / Secondary / Head of School within 24 - 48 hours (excluding weekends), unless it is a child protection and safeguarding issue, which would be addressed immediately. Following the acknowledgement of the complaint, the below actions may follow:

- Investigate the complaint further. (Taking statement, reviewing CCTV etc).
- Request more details from the parent.
- Arrange a meeting with the parents.
- Communicate the outcome of the investigation and decisions taken.

Timelines for dealing with complaints

CATEGORY	MAXIMUM DURATION
Initial response / acknowledgment of the complaint made, to the complaints link.	48 Hours excluding weekends
Initial parent follow up meeting. (When requested).	3 - 4 working days
Time for investigating complaint fully.	6 - 9 full working days
Communicate outcome of investigation to parents.	10 - 12 full working days
If escalated to the Head of School	15 Days
If escalated to the SRC	15 - 20 Days

What if I am not satisfied the initial response?

If you are not satisfied with the school's response, the issue can be escalated to the **next level on the Flow Chart**, depending on which level dealt with the initial complaint. Typically, this may be the Head of Primary / Secondary then the Head of School.

Investigating and responding to complaints.

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

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 parents are 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
First	Class Teacher	Class Teacher	Class Teacher	Form Tutor
Second	↓ Key Stage Coordinator Or Literacy / Numeracy / SEN Coordinator	↓ Key Stage Coordinator	↓ Head of Subject / SEN Coordinator	↓ Head of Year
Third	↓ Head of Learning and Teaching	↓ Primary Head of Pastoral care and wellbeing	↓ SLT line manager of SENCO / Head of Department	↓ Secondary Head of Pastoral
Fourth	↓ Head of Primary	↓ Head of Primary	↓ Head Secondary	↓ Head Secondary
Fifth	↓ Head of School	↓ Head of School	↓ Head of School	↓ Head of School
Sixth	↓ SRC (Via company secretary Mrs.Anoka)	↓ SRC (Via company secretary Mrs.Anoka)	↓ SRC (Via company secretary Mrs.Anoka)	↓ SRC (Via company secretary Mrs.Anoka)

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 (Via company secretary Mrs.Anoka)
Fourth	↓ Head of School	↓ Head of School	↓ Head of School	
Fifth	↓ SRC (Via company secretary Mrs.Anoka)	↓ SRC (Via company secretary Mrs.Anoka)	↓ SRC (Via company secretary Mrs.Anoka)	

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
- 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
Mrs. Dinyo	Head of Learning and Teaching	a.dinyo@grangeschool.com
Mr. Durodola	Head Pastoral Care and Wellbeing	ra.durodola@grangeschool.com
Mr. Jatto	Head of Activities	c.jatto@grangeschool.com
Mrs. Rahman	EYFs(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. Ekpo	Head Numeracy	m.ekpo@grangeschool.com
Mr. Oritsejafor	Numeracy Teacher	e.oritsejafor@grangeschool.com
Mr. Jayeola	Numeracy Teacher	s.jayeola@grangeschool.com
Mr. Anele	Head Literacy	i.anele@grangeschool.com
Mrs. Tochukwu	Literacy Teacher	c.tochukwu@grangeschool.com
Miss Salami	Literacy Teacher	t.salami@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
Mr. Osagiede	Year 3A Class Teacher	b.osagiede@grangeschool.com
Mrs.Obatunde	Year 3B Class Teacher	a.obatunde@grangeschool.com
Mr. Jayeola	Year 4A Class Teacher	s.jayeola@grangeschool.com
Mrs. Salami	Year 4B Class Teacher	t.salami@grangeschool.com
Mr. Ekpo	Year 5A Class Teacher	m.ekpo@grangeschool.com
Mrs. Tochukwu	Year 5B Class Teacher	c.tochukwu@grangeschool.com
Mr. Anele	Year 6A Class Teacher	i.anele@grangeschool.com
Mr. Oritsejafor	Year 6B Class Teacher	e.oritsejafor@grangeschool.com
Mrs. Adiaha	Food and Nutrition Teacher	a.ikpe@grangeschool.com
Mr. Francis	Music Teacher	r.francis@grangeschool.com
Mrs. Gegele	Drama Teacher	m.gegele@grangeschool.com
Mr. Adunbarin	Art Teacher	e.adunbarin@grangeschool.com
Mrs. Osameke	Computer Teacher	h.osameke@grangeschool.com
Mr. Durodola	Computer Teacher	ra.durodola@grangeschool.com
Mr. Jatto	PE Teacher	c.jatto@grangeschool.com
Miss Atewogboye	PE Teacher	a.atewogboye@grangeschool.com
Mrs. Ekefre	Librarian	n.ekefre@grangeschool.com
Mrs. Chukwudi	Counsellor	u.chukwudi@grangeschool.com
Mrs. Olise	Unique Learning Coordinator	p.olise@grangeschool.com
Mr. Akpan	French Teacher	a.akpan@grangeschool.com

Secondary

Name	Position / Role	Email
Secretary	Secondary Office	secoffice@grangeschool.com
Mr. Oloyede	Head Secondary	s.loyede@grangeschool.com
Mrs. Amanambu	Deputy Head Secondary	c.amanambu@grangeschool.com
Mrs. Itemeh	Head Pastoral and Wellbeing	e.itemeh@grangeschool.com
Mrs. Omorodion	Head Of Learning and Teaching	m.omorodion@grangeschool.com
Mr. Obi	Director Of Activities	o.ob@grangeschool.com

Secondary Form Tutors

Mrs. Akinbohun	Head Year 7	o.akinbohun@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
Mr. Akinboye	Year 7D Form Tutor	d.akingboye@grangeschool.com
Mr. Gbemiga Williams	Year 7E Form Tutor	do.williams@grangeschool.com
Mr. Otene	Head Year 8	e.otene@grangeschool.com
Mr. Kolawole	Year 8A Form Tutor	k.adebayo@grangeschool.com
Mr. Akinyele	Year 8B Form Tutor	a.akinyele@grangeschool.com
Mr. Adewumi	Year 8C Form Tutor	a.adewumi@grangeschool.com
Mrs. Oje	Year 8D Form Tutor	o.oje@grangeschool.com
Mr. Olayiwola	Year 8E Form Tutor	o.olayiwola@grangeschool.com
Miss. Chidinma	Year 8F Form Tutor	c.israel@grangeschool.com
Mrs. Olayiwole	Head Year 9	o.olayiwole@grangeschool.com
Mr. Ezech	Year 9A Form Tutor	cc.ezech@grangeschool.com
Mr. Alawode	Year 9B Form Tutor	j.alawode@grangeschool.com
Ms. Adebare	Year 9C Form Tutor	e.adebare@grangeschool.com
Ms. Temilola	Year 9D Form Tutor	o.temilola@grangeschool.com
Mr. Egbeyemi	Year 9E Form Tutor	a.egbeyemi@grangeschool.com
Mrs Udunwa	Head Year 10	u.chinyere@grangeschool.com
Mrs. Farojoye	Year 10A Form Tutor	s.george@grangeschool.com
Mr. Alo	Year 10B Form Tutor	o.alo@grangeschool.com
Mr. Ucherike	Year 10C Form Tutor	i.ucherike@grangeschool.com
Mr. Jimoh	Year 10D Form Tutor	a.jimoh@grangeschool.com
Mrs. Omorodion	Head Year 11	m.omorodion@grangeschool.com
Mr. Maradesa	Year 11A Form Tutor	s.maradesa@grangeschool.com
Mr. Adekunle	Year 11B Form Tutor	k.adekunle@grangeschool.com
Mr. Okwamma	Year 11C Form Tutor	c.okwamma@grangeschool.com
Mr. Akinhanmi	Year 11D Form Tutor	f.akinhanmi@grangeschool.com

Secondary Subject Teachers

Name	Position / Role	Email
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
Elizabeth Adebare	English Language Teacher	e.adebare@grangeschool.com
Olatoye Olayiwola	English Language Teacher	o.olayiwola@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
Oladapo Alo	Mathematics Teacher	o.alo@grangeschool.com
Oluwadayo Temilola	Science Teacher	o.temilola@grangeschool.com
Chikaodiri Okwamma	Geography/Global Perspectives Teacher	c.okwamma@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
Adebowale Jimoh	Physics Teacher	a.jimoh@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
Adegboyega Adewumi	ICT Teacher	a.adewumi@grangeschool.com
Adefeso Opeyemi	Counsellor	o.adeieso@grangeschool.com
Samuel Maradesa	Careers Advisor/Alumni Officer	s.maradesa@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
Adetumbi 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.obi@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
Mr. Olabisi	Head of Operations	f.olabisi@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
Mr. Olayinka	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
Mr. Oloyede	Safeguarding Secondary	s.loyede@grangeschool.com
Mrs. Itemeh	Safeguarding Secondary	e.itemeh@grangeschool.com
Mr. McMahon	Head of School	headofschool@grangeschool.com

Boarding

Name	Position / Role	Email
Mr. Oloyede	Head of Boarding	s.loyede@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