

**HOPEWELL SCHOOL and motorvations@hopewell**  
**COMPLAINTS SUMMARY**

**SUMMARY OF THE NUMBER OF COMPLAINTS REGISTERED AND RESOLVED UNDER OUR FORMAL COMPLAINTS PROCEDURE DURING PRECEDING SCHOOL YEARS (to fulfil independent school standard 32(3)(f))**

**This summary has been updated by the Head Teacher and reviewed by the Governing body for January 2020**

|            | Stage 1 | Stage 2 | Stage 3 |
|------------|---------|---------|---------|
| 2017- 2018 | 1       | 0       | 0       |
| 2018-2019  | 4       | 2       | 0       |
| 2019-2020  | 2       |         |         |