



KATHERINE WARRINGTON SCHOOL

COMPLAINTS POLICY AND PROCEDURE

Reviewed and adopted by Trust Board: July 2026

Date of next review: July 2027

- The policy is published on our website and available in paper form on request via admin@kwschool.co.uk

SCOPE OF THE POLICY

Applies strictly to complaints regarding facilities or services provided by the School. It **does not cover**:

- Admissions & Statutory Assessments of SEN
- Safeguarding matters & Whistleblowing
- Suspensions & Permanent Exclusions
- Staff Grievances, Discipline, or Data Protection complaints

KEY CONSTRAINTS & REGULATIONS

Confidentiality: Matters must not be discussed publicly or on social media, as this may stall or prejudice resolutions.

AI Tools: Complainants are strongly discouraged from feeding data into public AI tools, which often misinterpret education law.

CRITICAL TIMELINE: All complaints must be raised within **3 months** of the incident.

Stage 1 Informal Resolution

Most concerns are resolved quickly and constructively through open dialogue:

- **Parents/Carers:** Discuss the concern directly with your child's Class Teacher or Form Tutor.
- **Non-Parents:** Email admin@kwschool.co.uk to be routed to the appropriate staff member.
- **Escalation:** If unresolved, contact the Curriculum Leader, Head of Year, Head of Key Stage, or a member of the Senior Leadership Team (SLT).
- **Note:** Do not approach Trustees directly; they have no power to act individually.

Stage 2 Formal Complaint to Headteacher

If informal resolution fails, a formal investigation will be initiated:

- **Submission:** Complete and submit the formal Complaints Form (Appendix 1) via email to Head@kwschool.co.uk.
- **Word Limit:** Form submissions must be concise and must not exceed a strict **500-word limit**.
- **Complaints about Headteacher:** Address directly to the Chair of Trustees via admin@kwschool.co.uk.
- **Timeline:** The Investigating Officer aims to speak/meet with you within **15 school days**, providing written findings within **15 school days** of that meeting.

Stage 3 Review by Chair of Trustees

For complainants unsatisfied with the Stage 2 formal outcome:

- **Escalation Window:** Must write to the Governance Professional via admin@kwschool.co.uk within **5 school days** of receiving the Stage 2 outcome.
- **Requirements:** Clearly set out how and why the Stage 2 findings are not accepted. Do not simply repeat original details.
- **Timeline:** Letter acknowledged within **5 school days**. All documentation is provided to the Chair within **5 school days** for strict review. An optional meeting may be offered if deemed appropriate.

Stage 4 Complaints Panel Hearing

The final internal escalation tier within the school trust structure:

- **Escalation Window:** Request a review via the Governance Professional within **5 school days** of the Stage 3 outcome letter.
- **Panel Structure:** Minimum of 3 people (at least 2 Trustees and 1 member entirely independent of school management).
- **Timeline:** Panel decides on Hearing vs Written Reps within **15 school days**. All written evidence must be submitted **7 school days** prior. A final response is issued within **10 school days**.

INDEPENDENT SUPPORT & ACCESSIBILITY

In accordance with the Equality Act 2010, the school makes reasonable adjustments (e.g., alternative formats, notetakers). Complainants can access free, independent support via **POhWER / HertsHelp** at **0300 456 2370** or pohwer@pohwer.net.

FURTHER RECOURSE & CLOSURE

If the internal process is exhausted, the matter is closed. Complainants may contact the **Department for Education (DfE)** online if they believe the school acted unlawfully or breached its funding agreement. The Local Authority cannot investigate academy complaints.

Katherine Warington School Complaints Policy and Procedure

To support parents/carers ParentKind, in partnership with the DfE and Ofsted, have produced a guide to aid resolving concerns quickly, easily and positively. The guide can be accessed through this link; [parent guide to school complaints](#)

Procedure Aim

Every day we make many decisions which are aimed at enabling all our students to make outstanding progress throughout their time at Katherine Warington school. As part of this aim, we are in constant contact with our students' parents and carers and we appreciate all the feedback that we are given. We provide many opportunities for you to pass on ideas, thoughts and feedback informally to staff as we all work together to support our students on their educational journey.

It is hoped that issues raised can be resolved informally, without needing to escalate to the formal stages of the complaints process.

This procedure is not intended to replace the normal discussions regarding problems and concerns which take place in school on a day-to-day basis. It is only where you remain dissatisfied with the outcome of such discussions that further steps may need to be taken.

The School will give careful consideration to all complaints and deal with them fairly and honestly. Sufficient opportunity will be provided for any complaint to be fully discussed with the aim of finding a resolution through open dialogue and mutual understanding.

To ensure clarity throughout this procedure, the following terms are defined as follows:

- **You/Complainant:** The parent, carer, or individual who is raising a concern or formal complaint.
- **Concern:** An expression of worry or doubt over an issue considered to be important and for which reassurances are sought.
- **Complaint:** An expression of dissatisfaction, however made, about actions taken or a lack of action that requires an investigation and formal response in writing.
- **School Day:** A weekday during term time when Katherine Warington School is open (excludes weekends and inset days).
- **Investigating Officer:** The individual (Headteacher or a member of the Senior Leadership Team, or Trustee if appropriate) tasked with investigating a formal complaint at Stage 2.
- **We/The School:** Katherine Warington School.

Scope of this Complaints Policy and Procedure

This policy and procedure only applies to complaints about the provision of facilities or services by Katherine Warington School.

This policy does not cover complaints procedures relating to:

- Admissions
- Statutory assessments of special educational needs (SEN)
- Safeguarding matters
- Suspensions and Permanent Exclusions
- Whistleblowing
- Staff grievances
- Staff discipline
- Data protection complaints

Please see our separate policies for procedures relating to these types of complaints.

Complaints about services provided by other providers who use school premises or facilities should be directed to the provider concerned.

Recording Keeping and Confidentiality

Complaints and concerns will be dealt with confidentially for all those involved, and we expect complainants to also observe that same confidentiality. You should not discuss the matters publicly on social media, such as Facebook or Twitter or via Group Chat applications. Should you do so, this may delay resolution of the complaint and could potentially be prejudicial to the complaint. The School will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

Use of Automated and AI Tools

While we respect your right to seek help drafting correspondence, you are strongly discouraged from feeding internal school communications or identifiable student/staff data into public or open Artificial Intelligence tools or models, such as ChatGPT. Doing so may result in breaches of data protection law (for example GDPR) and confidentiality protocols. Please remember that AI-generated content can frequently misinterpret education law or reference irrelevant legal frameworks and will not reference KWS specific policies or procedures - this can cause confusion and stall resolution. Our focus remains on a human-to-human, constructive dialogue to resolve concerns.

Anonymous complaints

We will not normally investigate anonymous complaints. In such instances, the Headteacher and/or the Chair of Trustees will determine whether the complaint warrants an investigation and will ensure that this is completed, if so. The outcome of the investigation cannot be shared with the complainant, as we will not know who they are.

Timescales

All concerns or complaints must be raised within three months of an incident or event. Where a series of associated incidents have occurred, the complaint must be raised within three months of the last of these incidents. If you raise a complaint after three months we may consider it, but only if there are exceptional circumstances. This is because it is much better for all concerned if issues are investigated promptly and without delay. If you wish us to consider a complaint after three months you must explain in writing the reason why it is late. We will consider if the reason is compelling or exceptional enough to warrant the issue(s) being investigated as a late complaint, if we do not agree we will confirm this in writing and will take no further action.

When complaints are made outside of term time, they will be deemed to have been received on the first school day after the holiday period.

Complaints Procedure

Stage 1 – Informal

Most issues are best dealt with informally. If you have a child at the School and your concern is about the School or the education provided, please discuss the matter first with your child's class teacher or Form Tutor. If you do not have a child at the School please raise your concern/complaint via admin@kwschool.co.uk and your email will be forwarded to the most relevant individual.

If you feel that the matter has not been addressed through discussion with the relevant member of staff, or that the concern is of a sufficiently serious nature, please contact the Curriculum Leader for that subject or the Head of Year/Head of Key Stage or a member of the School's senior leadership team.

You should not approach individual Trustees to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints later in the complaints process. If Trustees are contacted directly about a complaint, they will signpost you back to the most appropriate person and will not be able to discuss any details with you.

Stage 2 – Formal Complaint to the Headteacher

If the matter cannot be resolved informally, you should put the complaint in writing, using the Complaints Form (Appendix 1) addressed to the Headteacher setting out briefly the facts and stating what it is that you consider should have been done, or where the school has not met reasonable expectations. This will ensure that all formal complaints are documented in writing so that the issues being complained about and your desired outcomes are clear.

An investigation will be carried out. The Headteacher can delegate the investigation of the complaint to another member of the school's Senior Leadership Team, but not the decision(s) to be taken. Whether it is the Headteacher or a senior member of staff, the individual investigating the complaint is known as the Investigating Officer.

During the investigation, the Investigating Officer will:

- Be likely to speak to or meet you to discuss the complaint within 15 school days.
- Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish. It is for the Investigating Officer to decide who to interview and how.
- Keep a written record of any meetings or interviews in relation to their investigation.

The Investigating Officer will put their findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of the meeting with the complainant.

Any complaint relating to the Headteacher must be raised in the first instance with the Chair of Trustees (or Vice-chair in the absence of the Chair) who will, if an informal resolution cannot be reached, designate a Trustee to investigate in the same way as outlined above.

Please also note that it is only possible to submit a Stage 2 complaint after going through the Stage 1 informal resolution process. We believe that it is in the best interests of everyone to resolve complaints informally if possible.

Stage 3 - Review by the Chair of Trustees

Stage 3 Reviews will only consider complaints that have already been lodged and investigated at Stage 2. It is not an opportunity to raise new complaints. Any person wishing to raise a complaint at Stage 3 must first complete Stage 1 & Stage 2 of the school's complaints process.

If the Complainant is unsatisfied with the outcome of the complaint under Stage 2 of this Complaints Policy, the Complainant may write to the Katherine Warrington School Governance Professional via admin@kwschool.co.uk asking for the complaint to be reviewed by the Chair of Trustees, within 5 school days of receiving the letter confirming the outcome following Stage 2 (Escalation requests made outside of this timeframe do not have to be accepted. If the request is late, you will be asked to explain why you have taken longer than 5 school days to request escalation of your complaint to the next stage. If you do not provide any explanation or the school deems that the explanation given is not compelling or exceptional enough to warrant accepting the escalation request out of timescale, the school will confirm this in writing and take no further action).

The Complainant should not repeat the matters raised in their original letter or attach documentation already provided but should clearly set out how and why the Complainant does not accept the findings made under Stage 2.

The Complainant's letter will be acknowledged within 5 school days of receipt. The acknowledgement letter will confirm the date that the formal complaint was received, the action to be taken and the specified time limit.

The Chair of Trustees will be provided with all documentation relating to the complaint within 5 school days of receipt of the letter requesting a review under Stage 3, including the record of the Stage 1 informal procedure (if applicable), the

original letter of complaint and Complaint Form, any documentation provided by the Complainant with their complaint, all investigation records under Stage 2, and the letter of outcome under Stage 2.

The Chair of Trustees will review all of the documentation received and consider the matters raised in complaint and the investigation carried out under Stage 2. The Chair of Trustees will only speak to the persons involved in the matters raised to clarify matters which were not confirmed during the Stage 2 investigation, if believed necessary.

If the Chair of Trustees deems it to be appropriate in relation to the matters raised, the Complainant will be offered a meeting to discuss the issues raised. If a meeting is deemed appropriate, it will usually take place after the review has been completed with the aim of reaching a mutually acceptable resolution.

Stage 4 – Submit the complaint to the Complaint Panel

If the complainant is not satisfied with the response of the Chair of Trustees she/he may request that the complaint be considered by the Complaints Panel of the Trust Board which will comprise a minimum of 3 people, at least 2 of which will be Trustees and which will include one person who is independent of the management and running of the school. Members of the Panel will be appointed on the basis that they have no prior knowledge of the complaint.

The request must be in writing, addressed to the Katherine Warrington School Governance Professional via admin@kwschool.co.uk, within 5 school days of the response from stage 3 being sent to the complainant and must set out briefly the reasons why the complainant is dissatisfied with the response (Escalation requests made outside of this timeframe do not have to be accepted. If the request is late, you will be asked to explain why you have taken longer than 5 school days to request escalation of your complaint to the next stage. If you do not provide any explanation or the Trustees deems that the explanation given is not compelling or exceptional enough to warrant accepting the escalation request out of timescale, the Trustees will confirm this in writing and take no further action).

A letter of acknowledgement will be sent to the complainant within 5 school days. Within 15 school days The Panel will decide whether to deal with the complaint by inviting parties to a Hearing or by way of written representations, but in making their decision they will be sensitive to any needs of the Complainant. The Hearing may take place with both parties present or attending separately at different times. Once again, this will depend on the circumstances of the complaint.

Any Hearing will be held as quickly as practicable given the need to find a date that is reasonably convenient for the complainant, the School and the members of the Panel. At any Hearing, the complainant will be entitled to be accompanied by a friend. The Hearing is not a legal proceeding, presence of legal representatives is generally not appropriate, but will be considered under exceptional circumstances with prior agreement from the Panel Chair.

If you reject the offer of three proposed dates and without good reason, the Panel Chair (or the Clerk) will decide when the Panel Hearing will be. It is then permitted to proceed in your absence on the basis that the Panel will consider all written

submissions from both parties. The Panel Hearing can also continue should either party fail to attend or leave part-way through.

The Hearing will be as informal as circumstances allow. The complainant will have the opportunity to put her/his reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing. The school will have the opportunity to put its side of things and each side, as well as the Panel members, will be able to ask questions. The complainant and school will have the opportunity to make final comments to the Panel.

All parties will be given the opportunity to submit written evidence to the Panel in support of their position including:

- Documents
- Chronology and key dates
- Written statements setting out further detail.

All written evidence must be received by the Clerk at least 7 school days before the meeting. Late evidence will not be accepted.

The Panel will not review any new complaints at this stage or consider evidence unrelated to the initial complaint that may have been included.

Decisions as to the attendance of witnesses at the hearing will be made by the Panel; their decision shall be final and you cannot insist that a witness attends the hearing.

A member of staff named in the complaint may also choose to attend, even if not required to do so by Trustees, and may be represented. If this happens, you will be told beforehand.

The Panel Hearing will be held in private. Electronic recording of the Hearing is not normally permitted unless a complainant's own disability or special needs require a reasonable adjustment to be made. You cannot insist on a Hearing being recorded without good reason. Prior knowledge and consent of all parties attending must be sought and obtained before recording of the Hearing can take place. Any request to audio or video record the meeting and whether this was consented to or not by all parties present should be documented in the Clerk's detailed notes of the Hearing. The final decision as to what reasonable adjustments will be made, if any, rests with the school.

Representatives from the media are not permitted to attend the Hearing.

The Panel will consider the complaint and all of the evidence presented by both parties. The Panel can:

- uphold the complaint in full or in part.
- reject the complaint in full or in part.
- make a finding of No Judgment if there is insufficient evidence to reach a definitive conclusion.

The Panel will formulate its response as quickly as reasonably possible, aiming to do so within 10 school days, and the Clerk to the Trustees will notify all concerned.

If a complainant tries to reopen the same issue, the school may write to the complainant to inform him/her that the procedure has been completed and the matter closed.

The school will keep a log of all complaints and outcomes at stage 2 to 4.

Withdrawal of a Complaint

You can withdraw your complaint at any time. If you wish to do so, then you must inform us and we will ask you to confirm this in writing. If you are unable to do this, however, we will write to you to confirm that your complaint has been withdrawn, in accordance with your wishes.

Procedure for Managing Persistent and Vexatious Behaviour and Complaints

Katherine Warrington school is committed to dealing with all complaints fairly and impartially and in accordance with the complaints policy and procedure that the Trustee Board has adopted.

We will not normally limit the amount of contact that parents, carers or complainants have with us; however, we do not expect our staff to tolerate unreasonable behaviour and we will take decisive action to protect staff from such behaviour, including any that we deem to be abusive, offensive or threatening.

We define unreasonable behaviour as that which affects the smooth and efficient running of the school on a daily basis, or that which hinders the school's consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as:

Refusal to Cooperate: Failing to articulate the complaint, define expected outcomes, or follow the established complaints process despite offers of assistance.

Conduct and Demands: Using abusive, discriminatory, or offensive language, employing threats or violence, making unfounded attacks on staff, or demanding unrealistic outcomes.

Volume and Frequency of Contact: Making excessive, stressful demands on staff time through frequent or inconsistent contact (in person, phone, email, or writing) that disrupts daily school operations.

Disruptive Tactics: "Forum shopping" (approaching multiple bodies simultaneously), misusing social media, introducing trivial or irrelevant information, or repeatedly raising the same issues after the process has been exhausted.

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance.
- Refuses to cooperate with the complaints process at any stage.
- Refuses to accept that certain issues are not within the scope of the complaints process.
- Insists on the complaint being dealt with in ways which are incompatible with the complaints process or with good practice, or only in a way that suits themselves.
- Introduces trivial or irrelevant information that they expect to be taken into account and commented upon.
- Raises detailed but unimportant questions and insists they are answered fully, often immediately and to their own timescales.
- Makes unfounded complaints about staff who are trying to deal with the issues and seeks to have them replaced.
- Seeks to change the basis of some or all of the complaint as the complaints process proceeds.
- Repeatedly makes the same complaint(s) (despite previous investigations or responses concluding that the complaint is unfounded or has been fully addressed).
- Refuses to accept the outcome of the complaints process despite the fact that the process has been exhausted and correctly implemented, including signposting the complainant to the Department for Education (DFE).
- Seeks an unrealistic outcome.
- Makes excessive demands on school time by way of frequent, lengthy, complicated and stressful contact(s) with staff regarding the complaint, in person, in writing, by email and by telephone whilst the complaint is being dealt with.
- Uses threats to intimidate.
- Uses abusive, offensive or discriminatory language or violence.
- Makes and breaks contact with the school on an ongoing basis with varying time delays in between.
- Knowingly provides false information.
- Persistently approaches various individuals at the school, as well as the Local Authority, Ofsted and the Department for Education, etc, through different routes about the same issue(s) in the hope of eliciting different responses.
- Publishes what the school deems to be inappropriate or unacceptable information on social media or other platforms.

Complainants should try to limit their communication with the school where it relates to their complaint, whilst the complaint is being progressed through the complaints process. It is unhelpful and unnecessary if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome(s) being finalised.

Wherever possible, the Headteacher or Chair of Trustees will discuss any concerns with the Complainant/Parent/Carer about their behaviour informally before deciding to invoke this policy and procedure for managing persistent and vexatious behaviour and complaints.

If any unreasonable behaviour continues after the Headteacher or Chair of Trustees has spoken informally with the Complainant/Parent/Carer, the Headteacher will write

to them. The Headteacher will confirm that the school deems their behaviour to be persistent and/or vexatious and will ask them to stop behaving in this way.

Wherever Complainants/Parents/Carers continue to contact Katherine Warrington school excessively, causing a significant level of disruption, the school will consider whether to impose some or all of the following communication restrictions and confirm this in writing accordingly:

- Requesting that contact only takes place in a particular form (e.g. letters only).
- Requiring contact to take place with a designated member of staff (e.g. the Headteacher).
- Restricting telephone calls to specified days and times.
- Asking the complainant to enter into an agreement about their future contact with the school.
- Informing the complainant that if they do not follow this advice (as stated above), any further communication/correspondence that does not present significant new matters or new information will only be kept on file and will not be acknowledged or responded to.
- If the complainant tries to re-open an issue that has already been considered through the complaints process, the Chair of Trustees will inform them in writing that the process has been exhausted, that the matter is now closed, and that the school will not enter into any further correspondence about it.

The decision of the Headteacher or Chair of Trustees to invoke this policy and procedure (and any communication restrictions imposed as a result) is final and cannot be challenged or overturned through the school's complaints process. This is because the decision will be reviewed by the Headteacher or Chair of Trustees after six months. If the Complainant/Parent/Carer's behaviour has remained the same or worsened, the Headteacher or Chair of Trustees reserves the right to extend the communication restrictions for a further six months each time they review the situation. If the Complainant/Parent/Carer's behaviour has improved to a level that the school deems acceptable, then communication restrictions will be lifted on the proviso that should matters regress, the school reserves the right to reinstate the communication restrictions that previously applied.

In response to any serious incident of aggression or violence, we will immediately inform the Police and communicate our actions in writing. This may include barring the individual(s) from the school premises. Should we deem this necessary, we will ensure that we adhere to the guidance issued by the Department for Education (DFE) entitled [Controlling access to school premises](#).

We also reserve the right to use and adapt this policy and procedure whenever it deems it appropriate to manage unreasonable or persistent contact not directly associated with, or resulting from, formal complaints.

Additional Note

Under this Complaints Procedure, any member of school staff who is the subject of a parental complaint will have the opportunity to respond to the complaint during its investigation. They will also be able to see any response sent to the complainant as a result of the investigation.

There is an entirely separate procedure for the school to follow in dealing with staff disciplinary matters. Therefore, if in the course of considering a complaint the Headteacher or Trustee Board concludes that disciplinary procedures should be initiated, they will take separate action.

Further recourse

In most cases, it is expected that complaints will be satisfactorily resolved. If, however, you believe that the school did not handle your complaint correctly in accordance with this complaints policy and procedure or that it acted unlawfully or unreasonably in exercising its duties under education law, you can contact the DofE.

The DfE will not overturn the school or trust's decision about a complaint but will intervene if a school or trust has:

- Breached a clause in its funding agreement

- Failed to act in line with its duties under education law

- Acted (or is proposing to act) unreasonably when exercising its functions

If the complaints policy is found not to meet regulations, the trust will be asked to correct its procedures accordingly.

For more information or to refer a complaint, see the following webpage on GOV.UK for www.gov.uk/complain-about-school

Please note that as the school is an academy, it operates independently of the Local Authority and so the Local Authority is unable to investigate complaints.

Appendix 1 - The Katherine Warington School Complaint Form

Please complete and return to the Headteacher (by email to Head@kwschool.co.uk) who will acknowledge receipt and explain what action will be taken. If your complaint is about the Headteacher, please email the Chair of Trustees and Governance Professional via admin@kwschool.co.uk

Your name:
Student's name and your relationship to the student (if relevant):
Address:
Contact Telephone Number:
Please give details of your complaint...
Outline the actions, if any, have you already taken to try and resolve your complaint (Who did you speak to and what was the response?):
What actions do you feel might resolve the problem at this stage?
Are you attaching any paperwork? Or do you think any paperwork that the school has is relevant? If so, please give details.
Signature:
Date:

To ensure complaints are processed efficiently, complainants must state their grievances concisely. Formal Stage 2 submissions via the Complaints Form should not exceed a maximum word limit of 500 words. Bulk documentation generated by

external automated tools fails to state clear, factual grounds may be returned to the complainant to be summarised before an investigation begins.

If you require help to complete the form, you should contact the school office. You can also ask third party organisations like the Citizens Advice Bureau or an Independent Advocate to help you.

In accordance with the Equality Act 2010, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints process. This includes providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

If you are unable to submit your complaint in writing, then we will ensure that the issues being complained about and the outcomes being requested are documented in writing. We may do this in either of the following ways:

- Invite you to a meeting with the Headteacher or Chair of Trustees (depending on what stage the complaint has reached) and a Notetaker. The Notetaker will document the issues being complained about and the complainant's desired outcomes, as discussed and agreed during the course of the meeting. After the meeting, you will be given a copy of the notes of the meeting containing this information and the school will retain the original copy for the purpose of investigating the complaint(s).
- Signpost you to independent support, including Advocacy. Advocates provide qualified, independent support for people that have difficulty understanding information and advice or who would like support in communicating their views. Advocates can help you to formulate your complaint and then submit it on your behalf and support you through the complaints process. POhWER was founded in Hertfordshire in 1996. They deliver services in Hertfordshire as part of the HertsHelp service, in partnership with a wide range of voluntary sector organisations, including Advocacy. It is a free and impartial service. Their contact details are as follows:

POhWER

Telephone: 0300 456 2370

Text: send the word 'pohwer' with your name and number to 81025

Email: pohwer@pohwer.net

Skype: pohwer.advocacy

Post: PO Box 14043, Birmingham, B6 9BL