

Complaints Pathway

Please share your complaint with a member of our academy staff in the first instance. If you are not satisfied with the response, please email admin@ebbsfleetacademy.org.uk with full details of your complaint. You must include your child's college, tutor group, and full name. Our administration team will forward your complaint to your child's Head of Key Stage.

If you are not satisfied with the outcome of your complaint with the Head of Key Stage, your complaint will be escalated to the Assistant Principal or Vice Principal of your child's college and you may be offered a meeting, either face to face or virtually.

If you truly feel your complaint has not been resolved, please contact our Principal, Ms Shergill via her PA, Mrs Coe, on naomi.coe@ebbsfleetacademy.org.uk.

If you deem your complaint to still be unresolved after the academy has responded fully, please submit a formal complaint to the Trust's Academies Director.

Ebbsfleet Academy welcomes all parent feedback as an opportunity to learn and improve for the future. Please see our full complaints policy available on our website.