



North Herts School Sport Partnership

Complaints Policy Statement

NHSSP staff are employees of Knights Templar School and are therefore subject to school policies and procedures. This includes the KTS policy on complaints which can be found in full by following this link; [The Knights Templar School - Policies](#)

To clarify whom you should approach if you wish to make a complaint, the following information is specific to NHSSP:

“Who should I approach?”

Complaint about a staff member’s conduct: direct approach to the staff member themselves. Where this does not resolve the situation, their line manager should be approached.”

The Line Manager for NHSSP staff is Jay Livermore who, in turn, is line managed by Joe Sherry (Knights Templar School SLT).

The KTS Complaints Policy is regularly reviewed and updated by the Governing Body.