

Complaints Procedure

Complaints are rare and we hope that any complaints you may have can be resolved by the school. We value relationships with our parents and work hard to build strong links. Therefore we would prefer any complaints, in the first instance, be made to the child's teacher or Headteacher, and it is hoped that in most cases complaints will be resolved at this informal level. However, if attempts to solve complaints at a local level fail, there is an agreed Local Education Authority Complaints Procedure that should be followed.

If the complaint cannot be resolved at local level, then the parent should submit his / her complaint in writing to the Clerk to the Governors (who will acknowledge receipt of the complaint and inform the LEA that a complaint has been received). If the matter cannot be resolved by the Governing Body, the complaint can be referred in writing to the LEA which will arrange for an investigation to take place.

We hope that any complaints by the parent concerned can be resolved by discussing the matter with an appropriate member of staff. We are all very approachable and friendly. If you require any detailed information on the complaints procedure, full details are available on request from the school.