

Complaints Procedure

Most complaints can be dealt with on an informal basis with the class teacher. However, if the problem is not resolved then it may be necessary for the parents, teacher and Head teacher to meet in order to resolve the difficulty.

In the event of a more serious complaint, or if parents feel that a problem has not been resolved then there are three stages of procedure to follow:

- 1. Parent to write to the Head teacher**
- 2. Formal complaint to the Governing Body of the School**
- 3. Formal complaint to the Local Education Authority**

However if a parent is concerned about any aspect of the curriculum or the school management, please do not hesitate in making an appointment to see the Head teacher as soon as possible. Any complaints or enquiries will be dealt with on a confidential basis.

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