

Complaints Procedure

We understand that from time to time we may not always get things right. In such circumstances, we appreciate being approached at the earliest possible date so that we have the chance to resolve any issues. We kindly ask that, if you wish to raise a concern, you follow the progressive procedure outlined below. A full complaints policy is available on request.

1. Arrange a time to discuss the matter with your child's class teacher.
2. If you feel you would like to discuss the matter further, please contact our Head Teacher or Deputy Head.
3. If matters are still not resolved, we ask for a letter to be sent to our Head Teacher which will then initiate further investigations if appropriate.
4. After this, you then have the right to contact the Chair of Governors if you believe that previous actions have not resolved the issue.
5. After this, you should write to the Local Education Authority.

