

ADDITIONAL INFORMATION

HOW TO MAKE A COMPLAINT

We hope that any complaints parents may have can be resolved by the school. Therefore any complaints, in the first instance, should normally be made to the Headteacher and it is hoped that in most cases complaints will be dealt with at this informal level. However, if attempts to solve complaints at the local level fail, there is an agreed LEA Complaints Procedure that should be followed.

If the complaint cannot be resolved at this local level i.e. with the Headteacher, then the parent should submit his/her complaint in writing within 10 days 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 who will arrange for an investigation to take place.

We hope that any complaints can be resolved by the parent concerned discussing the matter with an appropriate member of staff. If you require detailed information on the complaints procedure these are available on request from the school office.