

Do you have a

Concern or complaint?

From time to time parents and members of the public may have concern, or wish to make a complaint, about some aspect of the conduct/operation of the school, the conduct of the headteacher, an individual member of staff, the governing body or an individual governor.

Should you wish to raise a concern or complaint, a copy of the school's complaints procedure is available on the school's website or from the school office.

It is very important to the school and governing body that complaints are resolved at the earliest opportunity with a satisfactory outcome for the complainant and it is therefore vital that any complaint follows the complaints process. Governors will act to ensure procedures are adhered to; this protects the school, pupils, complainants and staff.

In considering concerns or complaints, the school will ensure that they are dealt with effectively and with fairness to all parties. However, anonymous complaints will not normally be considered. In dealing with your complaint:

- we will deal with your complaint honestly and politely and in confidence;
- it will be looked into thoroughly, fairly and as quickly as possible;
- we will keep you up-to-date with what we are doing;
- we will apologise if we make a mistake; and
- we will tell you what we are doing to put things right.

The headteacher and governing body are fully committed to the improvement of our school. We welcome feedback from parents and carers and will always try to resolve any concerns as quickly as possible.