

## School Complaints Procedure

In the event of a suggestion, query or a complaint about the school or any of its staff we urge you to tell us about it as soon as possible. It is very difficult to investigate an incident or problem which happened some time ago.

Firstly try and speak to your child's teacher immediately before or at the end of the school day. If you do not feel satisfied or have a more serious concern please make an appointment with the Headteacher. Of course, this does not always mean that it will be possible to achieve a satisfactory outcome but it will help you and the school to understand both sides of the problem.

We will do all that we can to try and resolve matters but if you are still concerned or not satisfied with the response given by the teacher and Headteacher you can make a formal complaint in writing.

Full details of the correct procedure of all general school complaints are outlined clearly in the flow chart.

