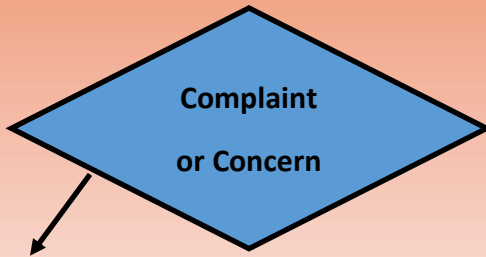


Our quick guide to making a complaint or raising a concern



At Upper Horfield we are always looking for ways we can improve our service. Therefore, we are keen to receive any feedback.

Responding to concerns and complaints is an important way of reflecting on what we do. Here is a quick guide of what to do if you have a concern or wish to complain.

Come and talk to your child's class teacher, early years key worker or early years team leader.

If you feel your complaint or concern is more serious, come and talk to a member of the senior leadership team

They are:

Mr Tim Seddon (Headteacher)

Mrs Tracey Briley (Deputy Headteacher)

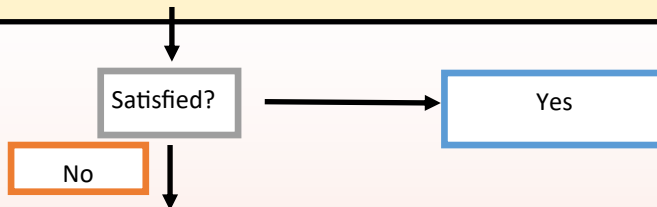
Mrs Becky Newman (Assistant Headteacher)

Miss Clare McDonald (Special Needs Coordinator)

Mr Chris Amphlet (School Business Manager)

Most of the time, an informal discussion will help resolve the issue.

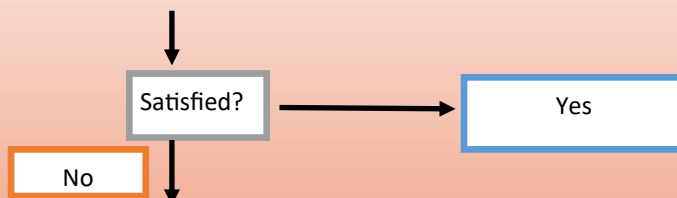
Step 1



Write a formal complaint to the Headteacher.

The complaint will be formally investigated and you will receive a response.

Step 2



Write a letter of complaint to the chair of governors

The school governors will meet as a panel to explore the complaint.

You will be advised of any outcomes/ further action or rights to appeal.

Step 3

If you need more detailed information about complaints and concerns, please see our policy, available on our website