

Compliments Comments Complaints

You may complete this form and return it to school by putting it in our Compliments Comments Complaints Post Box in the main entrance reception area or by handing it in at the School Office.

Name _____ Address _____

Child's Name _____

Child's Class _____

Do you wish to make a Compliment Comment or Complaint (please tick a box)

(If you have already tried to resolve your concern, please say briefly who has dealt with it.)

Please briefly explain what you want us to know:-

Signed _____

Date _____



**Compliments
Comments
Complaints**





One of the most important ways we can work together is by listening to our parents and carers.

Compliments

If you are happy with our school please tell us.

Is there something we have done which you want to compliment us on?

It is helpful to know when we are “getting it right”. We will pass your comments on to the staff concerned.

Comments

Your comments and suggestions are welcomed and valued.

We record the information you provide and will use it to improve our school.

Complaints

All our staff have committed themselves to providing the best care and education for our pupils.

If you have a concern about your child, in the first instance the class teacher is the first port of call. Please book an appointment to discuss your concern with your child’s class teacher via the School Office or by speaking direct to the teacher.

If an issue arises and it is not resolved, the next step is to make an appointment with the Head Teacher or if she is unavailable, the Deputy Head Teacher.

Should neither of them be available you can request to speak to one of the Senior Leadership Team members.

This is the procedure and all staff will direct parents through this process as this is the most efficient way to resolve concerns or difficulties.

However, as with any organisation, parents and carers may from time to time have a concern that they feel has not been resolved. In this instance we would like to know so that we can have the opportunity to support you and put things right.

Our full Complaints Policy can be accessed via our school website at:-

www.albanyvillageprimary.org.uk

Alternatively, you can call into the School Office and request a hard copy.

Our Mission

Albany Village Primary School aims to inspire our children to have high aspirations.

Through positive, worthwhile experiences and active involvement, our children can reach for their own stars.

Our aims are to:

- Provide a nurturing environment where everybody cares and encourages good choices for safe living.
- Encourage everyone to make a positive contribution to our school and the wider community, ensuring inclusion and respect for all by encouraging and celebrating achievement.
- Show each child how to develop a healthy mind, body and spirit continuing throughout their lives.
- Give exciting learning experiences which cater for each child’s unique learning style enabling all to reach their true potential.

Reach for the Stars!