

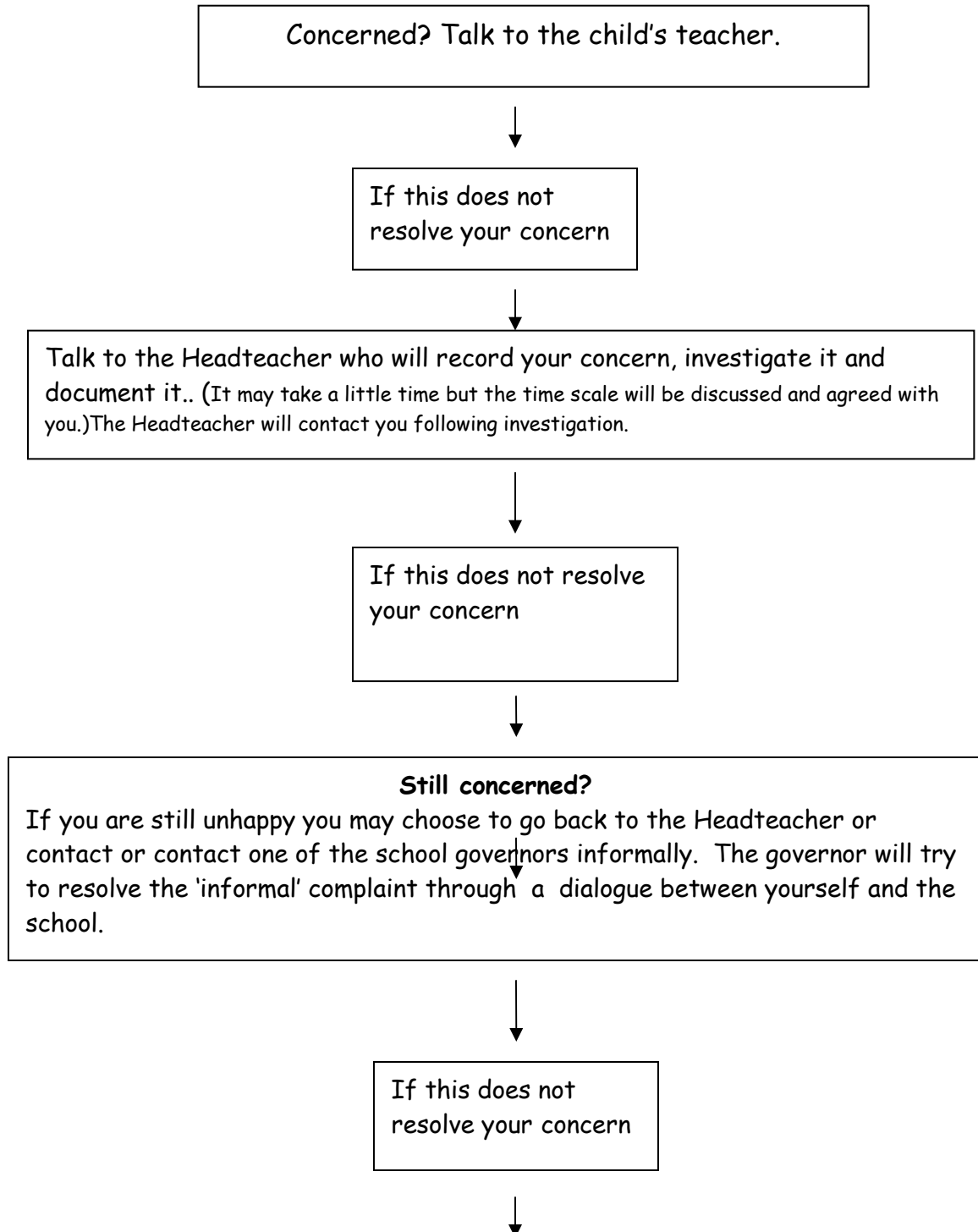
ALL SAINTS PRIMARY SCHOOL

Concerned?

Don't keep it to yourself TELL US.

Sometimes, you might be concerned about some aspect of school life which we are not aware of. It is important that you share your concerns with us as most things can be resolved quickly and easily.

So...



Still concerned?

You should contact the *Chair of Governors*, in writing at this stage to make a formal complaint. The *Governing Body* will consider all complaints within a three week period. You will be invited to attend a meeting with at least three days notice. You will receive a written response to your complaint.



If this does not resolve
your concern.



Still concerned?

If *Parents/Carers* are still unhappy they should contact:
You should contact the *Chair of Governors* again, who will arrange a *Governing Body Complaints Appeals Panel*.

The *Governors* appeal hearing is the last school-based stage of the complaints process.