

PROCEDURE FOR COMPLAINTS

- We expect all our pupils, staff and parents to listen carefully and respectfully to each other.
- Minor complaints should be dealt with by the class teacher. If you are not satisfied, contact the Headteacher.
- All serious complaints must be explained to the Headteacher so that an investigation can take place.
- Parents who are unhappy about something should contact us at once. The Headteacher will always meet concerned parents in order to resolve difficulties.
- A parent who is still not satisfied should contact the Chair of Governors (or another member of the Governing Body).
- A complaint can also be made to the Education Authority. Further details are obtainable from school.