



**NEWBOTTLE PRIMARY ACADEMY**  
 Houghton Road, Houghton le Spring, DH4 4EE  
 Tel: 0191 553 6566 Fax: 0191 553 6571  
 Newbottle@aimhigh.co.uk

**Compliments, Comments & Complaints**

**We are constantly striving to improve our services**

We aim to provide the highest standard of service to all our stakeholders by continuously improving our systems and methods of working. If you are dissatisfied with the service or our performance is unacceptable, we are committed to making amends and improvements. We need to know when you are unhappy with the service so that we can put it right. If you like what we do, we would also appreciate your comments.

**How will we respond**

As we receive your comment/complaint it will be recorded and dealt with as soon as practicable. It will be acknowledged verbally or in writing within 3 working days. We will also keep you informed of action taken. If we are unable to resolve the complaint, we will advise you of what further action can be taken.

All comments/complaints will be dated and recorded in our procedure log and kept in school. The headteacher and governing body will review the log on a regular basis.

Please tick as appropriate:

Compliment  Comment  Complaint  Suggestion

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(continue overleaf if necessary)

**Your Details:** Parent  Other   
**Name: (Mr/Mrs/Miss/Ms)**  
 .....  
**Address:**  
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 .....  
**Tel No:**  
 .....

**Thank you for completing this form**  
**- We value your views. Please**  
**return this form to our main**  
**reception.**

**For office use only**  
 Date received ..... Ref no:.....  
 Referred to:.....  
 Acknowledgement sent:(date).....

