



Christ Church CE Academy  
Deighton Road  
Deighton  
Huddersfield  
HD2 1JP

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Head Teacher: Mrs Lisa Walton-Thorpe

**Christ Church CE Academy welcomes compliments or concerns as part of its commitment to continued improvement.**

## **COMPLAINTS PROCEDURES**

If you are concerned or worried about anything to do with the school, teaching and learning, behaviour or provision of extracurricular activities please TALK TO YOUR CHILD'S CLASS TEACHER as soon as possible.

If you are still concerned or not happy with the outcome then please telephone the office on 01484 226595 and make an appointment to see the following members of the Senior Leadership Team:

- Miss Morgan, Deputy Head Teacher  
(Early Years, Year 1 and 2 classes)
- Mrs Uttley, Deputy Head Teacher  
(Year 3, 4, 5 and 6 classes)

Following your meeting with a member of the Senior Leadership Team, they may find it necessary to refer your concern or complaint to the Head Teacher who will contact you directly to make an appointment.

After a meeting with the Head Teacher if you are still concerned you should then make a complaint in writing which the Head Teacher will acknowledge within 3 school days and respond to within 15 school days.

If you are still concerned then you may have your complaint forwarded to the Chair of Governors, who will then offer to meet you and discuss your complaint.

The Chair of Governors may then as a result of your concerns convene the Governors Complaints Committee or other external party to investigate.