



How we will respond

Where a client has made a comment, compliment, complaint or suggestion and give their name and address, they will receive a personal response.

The school has a formal complaints procedure which is in line with local authority procedures. Further information on this is available by contacting the Head Teacher.

Caradoc Close, Lambton Village,
Washington, Tyne and Wear,
NE38 0PL

Telephone: 0191 4813993

lambton.primary@schools.sunderland.gov.uk
www.lambtonprimary.co.uk

Head Teacher :
Mrs Amanda Defty



Compliments, Comments & Complaints

We value your views

Help us to improve our
service

Tel: 0191 4813993

Your Details

(please tick box)

Student

Staff

Other

Name: (Mr/Mrs/Miss/Ms).....

Address.....
.....
.....

Postcode.....

Telephone No:.....

Date.....

E-mail address:.....
.....



Introduction

At Lambton Primary School our aims are to:

- * Provide an environment which is stimulating and secure
- * Encourage social, spiritual and moral development whilst promoting caring and cooperative attitudes
- * Help children become effective communicators
- * Develop self reliance, self motivation, self confidence and self esteem
- * Help children achieve a wide range of experiences and knowledge
- * Learn to value and be valued as individuals
- * Promote good behaviour with agreed and understood rules

We are constantly trying to improve our services.

We want to provide the highest standard of service to our stakeholders by continuously improving our system 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 we get things right we would also appreciate your comments.

How we will respond - as we receive your comment/complaint it will be recorded and dealt with as soon as practicable. It will be acknowledged and passed on either verbally or in writing within three 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 the comments/complaints procedure log and kept in school. The Head Teacher and the School Governing Body will review the log on a regular basis.

With your help we can improve our service.

Staff and Governors at Lambton Primary School are committed to keeping children safe.

Comments Section

(Please tick appropriate)

Compliment

Comment

Complaint

Suggestion

Please describe your Comment/Compliment/Complaint/Suggestion below:.....

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.....

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.....

.....

Thank you for completing this form.
Please return it to main reception.

For Office Use Only

Date Received..... Ref No.....

Referred to.....

Acknowledgement Sent (date).....