



USEFUL CONTACTS

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Chair of Governors
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Listening to Parents / Carers, Pupils and the Community

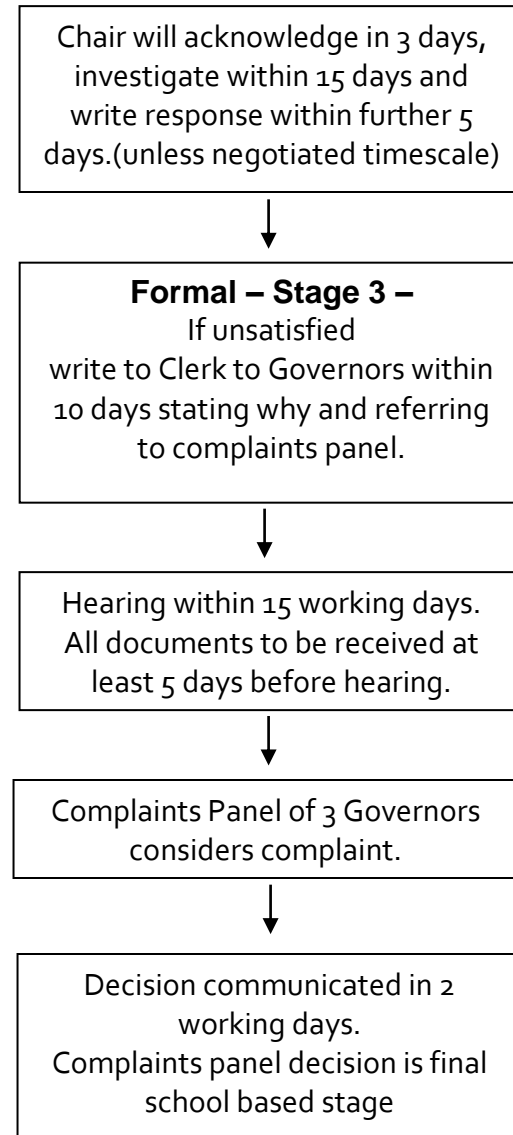
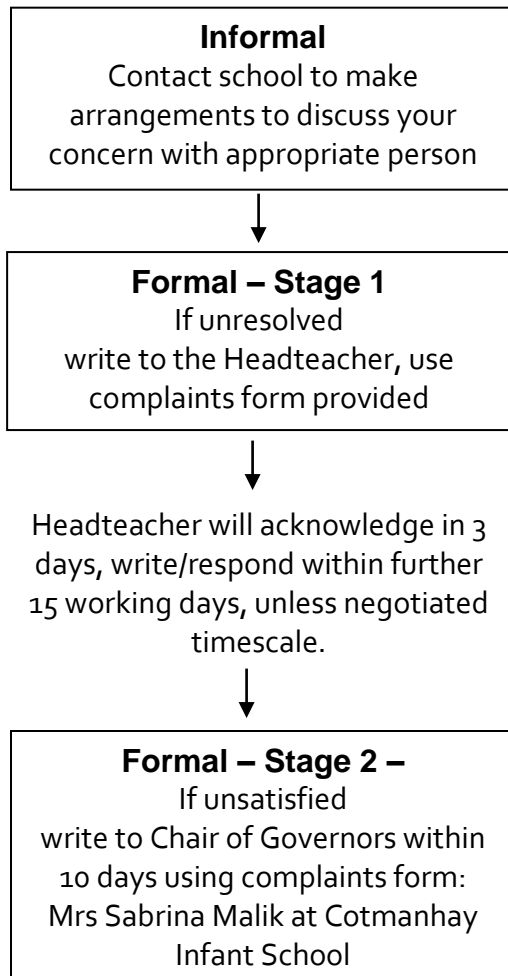
Leaflet for parents and members of the public
offering guidance about our complaints procedure

We aim to make our school a happy, safe and caring place so that all pupils may benefit from the best possible education.

If you are not happy, let us know straight away.

If you think we are not living up to your expectations of us we want to know so that we may have the opportunity to put things right. It is better to do this sooner rather than later.

THE COMPLAINTS PROCEDURE:



The decision of the Complaints Panel is final

The Local Authority has no statutory role in resolving external complaints about the actions of school staff. However, the Local Authority does have a responsibility to ensure that an appropriate procedure has been followed when schools deal with complaints. If a complainant contacts the Local Authority it will only investigate procedure and will not investigate the complaint itself.