

# **HOW TO MAKE A COMPLAINT**

We hope that the school can resolve any complaint that a parent may have. The class teacher will always endeavour to solve the matter and should, therefore, be the first point of contact. If you do not feel that the matter has been resolved then you are asked to make an appointment to talk to the Headteacher. If the matter is not resolved the LEA Complaints Procedure should be followed. (A Summary leaflet is available from the school office).

The complaint should be put in writing and sent to the Clerk to the Governors (who will acknowledge receipt of the complaint and inform the LEA that a complaint has been received).

If the matter remains unresolved the complaint can be referred in writing to the LEA, which will arrange for an investigation to take place.

Effective communication between teachers and parents will ensure that all matters are dealt with as soon as possible. All members of staff are available to discuss matters of concern, so do please come and talk to us if you feel there is a problem.