



COMPLAINTS PROCEDURE

Under Section 23 of the Education Reform Act 1988 it is necessary to outline the procedure to follow if you have a complaint. The guidelines are as follows:

1. Speak to the pupil's class teacher and/or Headteacher.
2. If it is a matter which you feel is more appropriately dealt with by the Headteacher, arrange for an appointment through the School Administration Team.
3. If you are dissatisfied by the outcome of the above meeting, you have the right to bring the matter to the attention of the Chair of the School's Governors.
4. Having consulted with the Chair of Governors, if the complainant is still dissatisfied with the outcome, the parent has the opportunity to involve the Local Authority. The Headteacher will be able to inform parents of the procedure.

The school's Chair of Governors can be contacted through the school.