

COMPLAINTS

We hope you will not need to complain about our school – if you do ever have a problem with our service we encourage you to contact us at once and we will do our best to resolve matters. However if you do wish to make a formal complaint please see the flow chart below. A full copy of our Policy can be seen on the website or if you request it we will send it to you by post.

Stage One:
Informal

Stage 2:
Head Teacher/Chair of Governing Body Investigation

Stage 3:
Governing Body Appeal Panel/Advice and Conciliation Service

Stage 4:
Beyond the Local Authority

