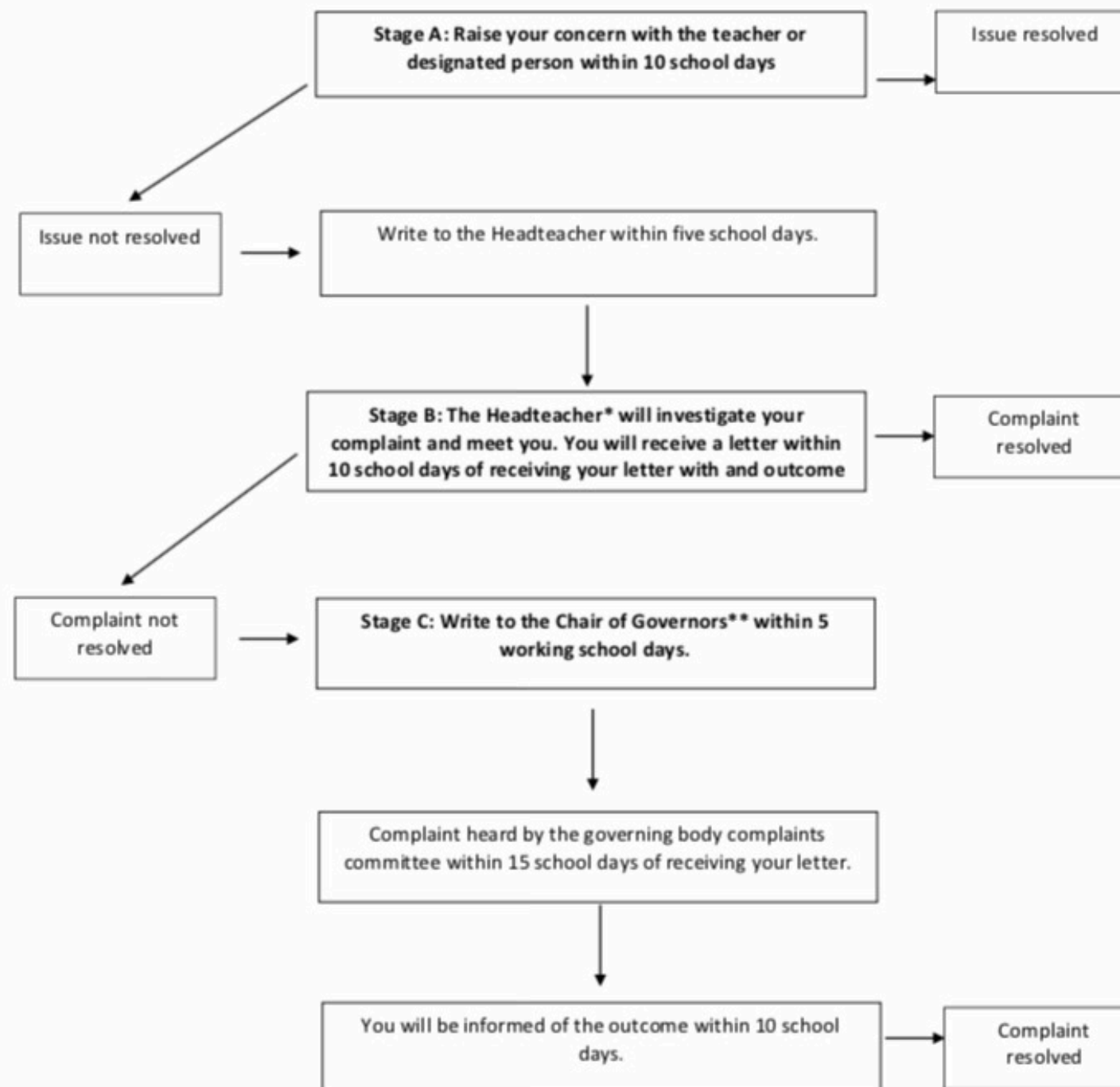


Appendix A: Summary of dealing with concerns or complaints



* If the complaint is about the Headteacher, write to the Chair of Governors. ** If the complaint is about the Chair of Governors, write to the Vice Chair. All timescales are targets and are flexible. However, it is in everyone's interest to resolve a complaint quickly. The school will work with you to ensure the time allowed is reasonable.

Complaint Form



Your name:

Address:

Telephone Number:

Email Address:

What is your complaint?

What do you think should be done to put matters right?

Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so.