

Your feedback is important to us to help us improve

## Feedback and Complaints

Not happy?  
Please follow these steps

We want everyone in this school to feel happy and welcome.

You can:

- give a compliment
- give positive feedback
- give negative feedback
- make a complaint

### Step 1

If you want to make a complaint



Please talk to us first of all. We will try to put it right.

If you are unhappy with the first person you talk to, ask to speak to a senior leader.

If you are still unhappy, ask for a meeting with the headteacher.

### Step 2

If you prefer to write

Write to the headteacher.

They will contact you to arrange a meeting at school or by phone.



### Step 3

Not happy? You can use our formal complaints procedure

The school office can give you a copy of the Complaint Form or you can find it on the school website at the back of the Complaints Policy.

The Headteacher will arrange for someone to investigate and provide a written response in 20 school days.

### Step 4

Still unresolved?

You can request a panel hearing. The panel will be 3 people who are not directly involved. One must be independent of the school. You will be offered 3 dates. You can bring along a relative or friend for support. The meeting is held in private. The panel will decide the right action to resolve the complaint. This is the final step.