

Fourth Contact: Complaints Committee

Parent/Carer

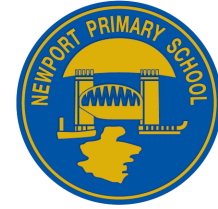
- Can ask for a copy of the full Complaints Procedure which will give you more detail and the forms you will need to proceed to the next stage.

Good Home-School
Communication is essential to
avoid any concerns or complaints

We aim to work closely with
parents and carers so that all
children can learn happily at
school.

**We are dedicated to giving all
children the best possible
education and caring properly
for their education, welfare and
safety at all times.**

**Contact:
Newport Primary School
01642 861911**



Complaints Procedure for Parents/Carers

What to expect if you have a complaint

**We view all complaints in a
positive way, as it helps school
improve its practices.**

**However, we know sometimes
problems do occur and we are
here to listen**

First Contact: Class Teacher

Class teachers can often resolve concerns from an early stage. Please arrange to speak to your child's teacher informally at a mutually agreed time.

Second Contact: Head Teacher

Parent/Carer:

- Should raise your concerns in writing.

Head Teacher:

- Will investigate your concerns.
- May write or speak to you directly.
- Will provide a response within 10 school days.
- The response will detail actions taking to resolve the complaint. It will also inform you of your right to contact the chair of governors if you are not happy with the Head Teachers decision.

Third Contact: Chair of Governors

Parent/Carer:

- Should write a letter to the Chair of Governors and place it in a sealed envelope c/o The School.
- Should also suggest how you would like the matter to be resolved or the desired outcome.

Chair of Governors will:

- Will acknowledge receipt within 5 school days.
- Will conduct their own investigation and may write or speak to you informally.
- Will make a decision based on the information gathered.
- Will provide a response within 10 school days of completing their investigation (as far as practically possible).
- Inform you of the option to appeal to the Governing Body Complaints Committee.

We hope at this stage your concern or complaint will be resolved

If your concern relates to the Head Teacher you should contact the Chair of Governors.

