

Concerns / Complaints

Parents are encouraged to contact their student's classteacher in the first instance to discuss any queries or concerns they may have about their student at school. These could relate to their student's learning and progress, wellbeing, homework, home-school communication or any other aspect of the school's provision.

Alternatively, parents may prefer to contact one of the school's deputy headteachers, or the headteacher himself directly to report and discuss the query or concern.

However, the governing board has a formal procedure for dealing with complaints from parents about their student's education; or about staff, (including the headteacher); or about the actions of the school's governing body; or regarding the Children and Young People's Service itself.

Guidance in how to use the procedure can be found in the Complaints Policy under the '*Publications*' tab on the school's website.

For additional support and guidance on how to use the procedure, parents may wish to seek advice from the headteacher or chair of governors. (The chair of governors can be contacted via the school office).
