



Red Marsh School Complaints Procedure

Complaints Procedure

Is there something you are not happy about in school?

Informal Stage

- Please write a note in the home/school diary
- Telephone and speak to the headteacher
- Come into school and talk it over with the headteacher

Formal Stage

Are you still not happy?

There is a set way of solving a complaint.

- The complaint is written down
- A full investigation is carried out
- A report is written and given out
- You are told what the investigation found out
- If you are not happy then you may appeal

Your complaint will be treated:

- Honestly, politely and in confidence
- It will be looked at thoroughly, fairly and as quickly as possible
- We will tell you what we are doing and what is happening
- We will say sorry if we have made a mistake
- We will tell you what we are doing to put things right

School has adopted the LCC Complaints procedure for a copy of this procedure please ring the school office.