



Newtown Linford Primary School

Main Street Newtown Linford Leicestershire LE6 0AD tel 01530 242370

'Excellence in the Heart of the Community'

CONCERNS AND COMPLAINTS.

If you have a concern or complaint

We would like you to tell us about it. We welcome suggestions for improving our work in the school. Be assured that no matter what you are wanting to tell us, our support and respect for you and your child in the school will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate properly an incident or problem which has happened some time ago.

What to do first

Most concerns and complaints are dealt with informally & are resolved. They can be sorted out quickly by speaking with your child's teacher. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again.

What to do next

If parents feel that the complaint is not resolved by the class teacher or the Headteacher, the chair of governors may be contacted before the complaint becomes formal.

If your complaint is about an action of the Headteacher personally, then you should refer it to the Chair of Governors: Mr Graham Robb c/o Newtown Linford primary School

You may also find it helpful at this stage to have a copy of the full Complaints Policy as this explains in detail what procedures are followed. This is available from the school office.

The table below shows the progression of a complaint.

Informal

Expression of concern to a member of staff. → Expression of concern to Head teacher. → Expression of concern to Chair of Governors.

Formal

Formal complaint in writing to the Governing Body's Complaints Panel via Chair → Complainant refers to the LEA → Complainant appeals to: Secretary of State or to Ombudsman.



Office email admin@newtownlinford.leics.sch.uk
Headteacher email headteacher@newtownlinford.leics.sch.uk
Website www.newtownlinfordschool.org





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