Resilience Creativity Kindness Community Critical Thinking Independence



Complaints Procedure 2024/2025

What to do If I have a complaint -

Concern

I have a concern, what should I do?



Class Teacher

Talk to the class teacher as soon as possible. You can: talk in person, send a note asking them to call you, ring the school or

e-mail the school (see contact details below).



Assistant Headteacher

If you feel that the concern has not been resolved, please contact one of the Assistant Headteachers:

Mrs Phillips or Mrs Loftus



Assistant Headteacher/SENCo

If your child has a special educational need you can talk with **Miss Ervine.**

If your concern is linked to a medical need or is an administration concern please talk to **Miss Wakefield**.

All concerns and complaints will be discussed at the weekly SLT meeting





Headteacher / Deputy Headteacher

If you feel that your concern or complaint has not been resolved to your satisfaction then please come and speak to either:

Mr Taylor (Headteacher) or

Miss Aldred (Deputy Headteacher)

We will discuss ways forward in which we can resolve the issue and will carry out a formal investigation into your complaint, if necessary.



Chair of Governors - Mrs Linda Hayes

The School Governors are responsible for setting school policies and ensuring they are followed. If you are not satisfied that the school has supported you, or your child, then please contact the Chair of Governors by phoning the school or via email: lhayes@foundrylaneprimary.co.uk.

The Chair of Governors will seek to ensure that any investigation has been effective in line with the complaints policy.

Foundry Lane Primary School

info@foundrylaneprimary.co.uk Tel: 023 8077 4814