



## Complaints Policy (April 2017)

### Article 3

The best interests of the child must be a top priority  
in all actions concerning children.

The School takes any complaint seriously and would always try to deal with each situation in a reasoned and satisfactory manner.

If there is a complaint to be made, the following procedure should be followed:

1. The class teacher should be informed of the issue.
2. The class teacher will endeavour to sort out the problem and inform the parent of the steps taken.
3. If the problem is not resolved, the issue can be raised with the Key Stage Leader (FS- Mrs Murphie, KS1- Mrs Davies, KS2- Mrs McGimpsey) who will inform the parent of the action taken.
4. If the parent is still dissatisfied the issue can be raised with the Principal.
5. The Principal will inform the parent of whatever action has been taken.
6. If the parent wishes to take a matter further, a letter should be addressed to the Chairman of the Board of Governors.

This policy is kept under review by the Board of Governors.