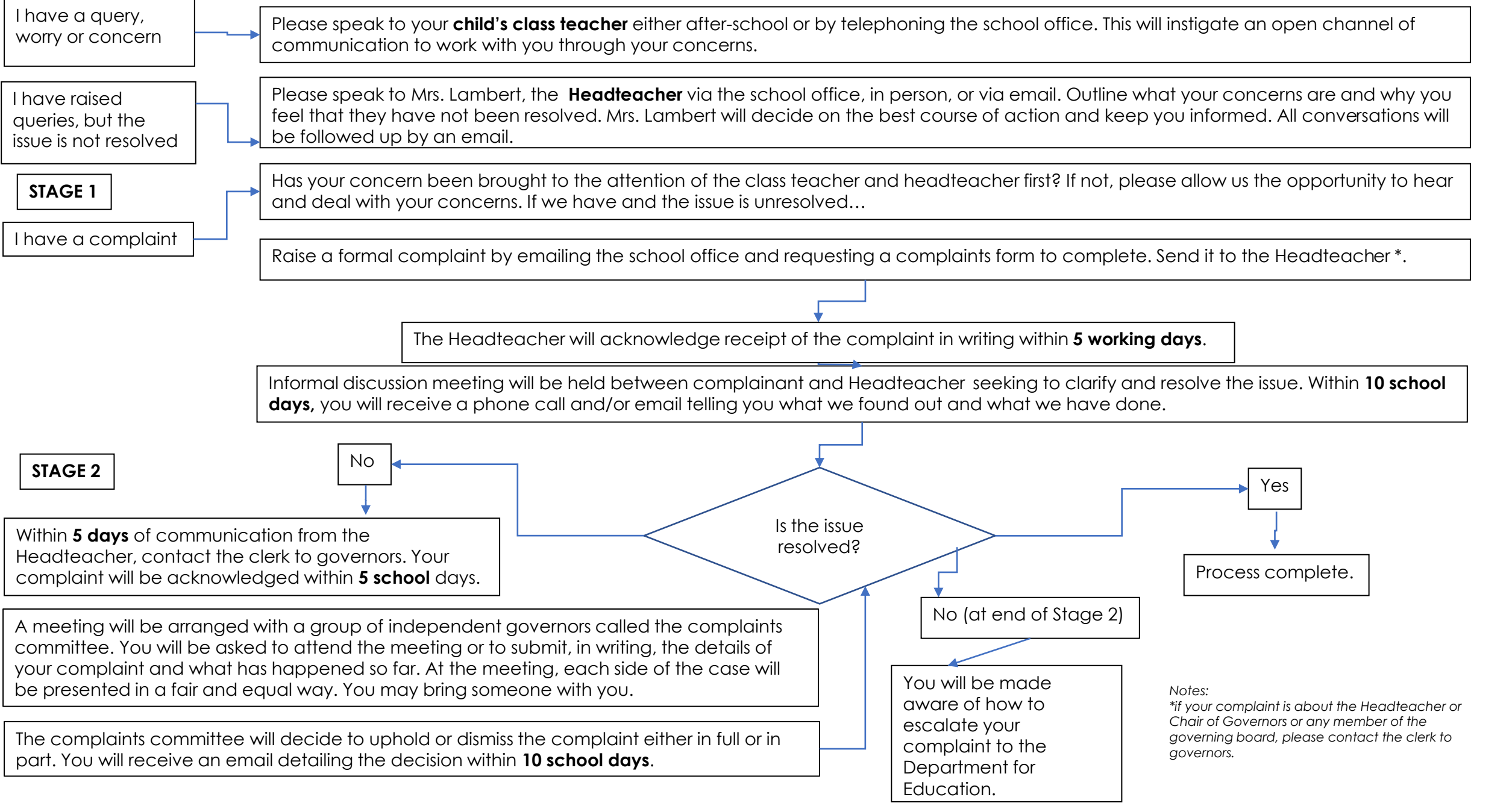


Concerns and Complaints – A guide for parents.



Concerns and complaints – A guide for parents

We have recently reviewed and updated our concerns and complaints policy. Here is a simple guide for parents.

Whilst we love to think that our school is fantastic and full of happy children, staff and parents, we also appreciate that sometimes things go wrong and parents get worried, upset and confused. This guide is written to help you to know what to do in those situations and to reassure you that our doors are always open to work with you to resolve any concerns that you have. We also know that, on the rare occasion when you may wish to make a formal complaint, it is important that you know what to do and what will happen. In all situations, we ask that you allow us the opportunity to investigate your queries and worries fully by raising your concerns with your child's class teacher or the Headteacher in the first instance.

As always, please do not hesitate to contact us if you have any questions.

Important contact details: **(Insert emails and telephone numbers)**

Office: theoffice@stathern.leics.sch.uk or 01949 860316

Mrs Karen Lambert, Headteacher: headteacher@stathern.leics.sch.uk

Mrs Clare Allen, Chair of Governors: callen@stathern.leics.sch.uk

Mrs Karen Allen, Clerk to the governing board: kallen@stathern.leics.sch.uk

You will find a full and comprehensive copy of our Concerns and Complaints Policy on the school website.