



# ACADEMY

## PRIMARY SCHOOL

## Making a complaint to the school

If your child has a problem at school, you should be able to sort it out through an informal discussion with your child's teacher or the school Principal. If you can't resolve a problem informally, the school recommends the following steps:

### 1. Contacting your child's school

If you're worried about your child's learning or welfare at school, your child's class teacher or head of year is the best person to approach first. Teachers will usually be in the classroom during the day, but you can leave messages with the school office asking the teacher to get back to you.

If the teacher can't help, or you are not satisfied with their response, you can talk to the Principal. You should be able to arrange a meeting or a telephone conversation with the Principal through the school office. If this isn't practical, you may wish to make a written complaint.

### 2. Complaining to the governing body

If your complaint is not resolved, the next stage is to approach the school board of governors (BoG). All schools are required to have a procedure to deal with any complaints about the school, or to any facilities or services that the school provides for the local community.

All complaints to the governing body must be in writing.