



## Llanfechain Church in Wales Primary School

### Information Sheet

### Complaints

Any concerns that parents may have regarding the curriculum or other matters relating to school should initially be referred to the class teachers and then to the Head teacher who will be able to discuss them either there and then or at a mutually agreed time.

Should it not be possible to resolve any complaint or concern satisfactorily then the complaint will need to be put into writing and sent or given to the Complaints Officer (a member of the Governing Body). If you need assistance in setting out your complaint the school will help you to do this. The Complaints Officer will then deal with your complaint as follows:

- Formally acknowledge your letter within 5 school working days.
- Aim to deal with all complaints within 10 school working days or if it is not possible to give you a complete answer telling you what is being done to investigate it and how long it is expected to take.
- Tell you if it has to be dealt with under a special procedure.
- Where a Governing Body Complaints Committee is called the Officer will aim to convene this as soon as possible and within no longer than 15 school days of notification of the requirement

Should you still not be satisfied and want to take the matter further you will be told who else you can write to.

Full details of our Complaints Procedure are available on request from the school.