

Complaints Procedure Guidance

In order that we maintain our high standards we need constant feedback from parents on the quality of education. Please let us know, as soon as possible, any concerns you may have. A letter to, or meeting with, the class teacher often sorts out problems to the benefit of the home and the school.

If a concern persists then please contact, in the following order; the class teacher, the head of year, the Deputy Head, the Headteacher or finally The Chair of Governors. Obviously as a school we will do all we can to resolve your concerns and to ensure that you are happy with your child's education. However if a problem regarding the Curriculum or indeed any other matter cannot be resolved in this way then formal arrangements exist for dealing with complaints of this kind. After having exhausted the procedures outlined above then it is possible to contact Cumbria Education Department (Tel: 01228 606060).

The full complaints procedure is available in the policies section of our web site.

With regard to complaints about behaviour of other children then . . .

Please do not approach another person's child directly.

If necessary we will set up a meeting where both sets of parents are represented. All such matters should be referred through the professional staff of the school.