

## Parental Complaints Procedures

1. Complaints about the actions of an individual teacher should, in the first instance, be taken up with the teacher themselves.
2. If a satisfactory conclusion is not achieved then an appointment should be made with the Headteacher through the school.
  - a. If a satisfactory conclusion is still not reached then a formal complaint in writing can be made either to the Chairman of Governors, whose address can be obtained from the school office, or to the Chief Education Officer at Frobisher House.
3. Complaints about the actions of the **Headteacher** should be taken up with the **Chair of Governors**.
4. If a satisfactory conclusion is still not reached then a formal complaint in writing can be made to the Chief Education Officer at Frobisher House.