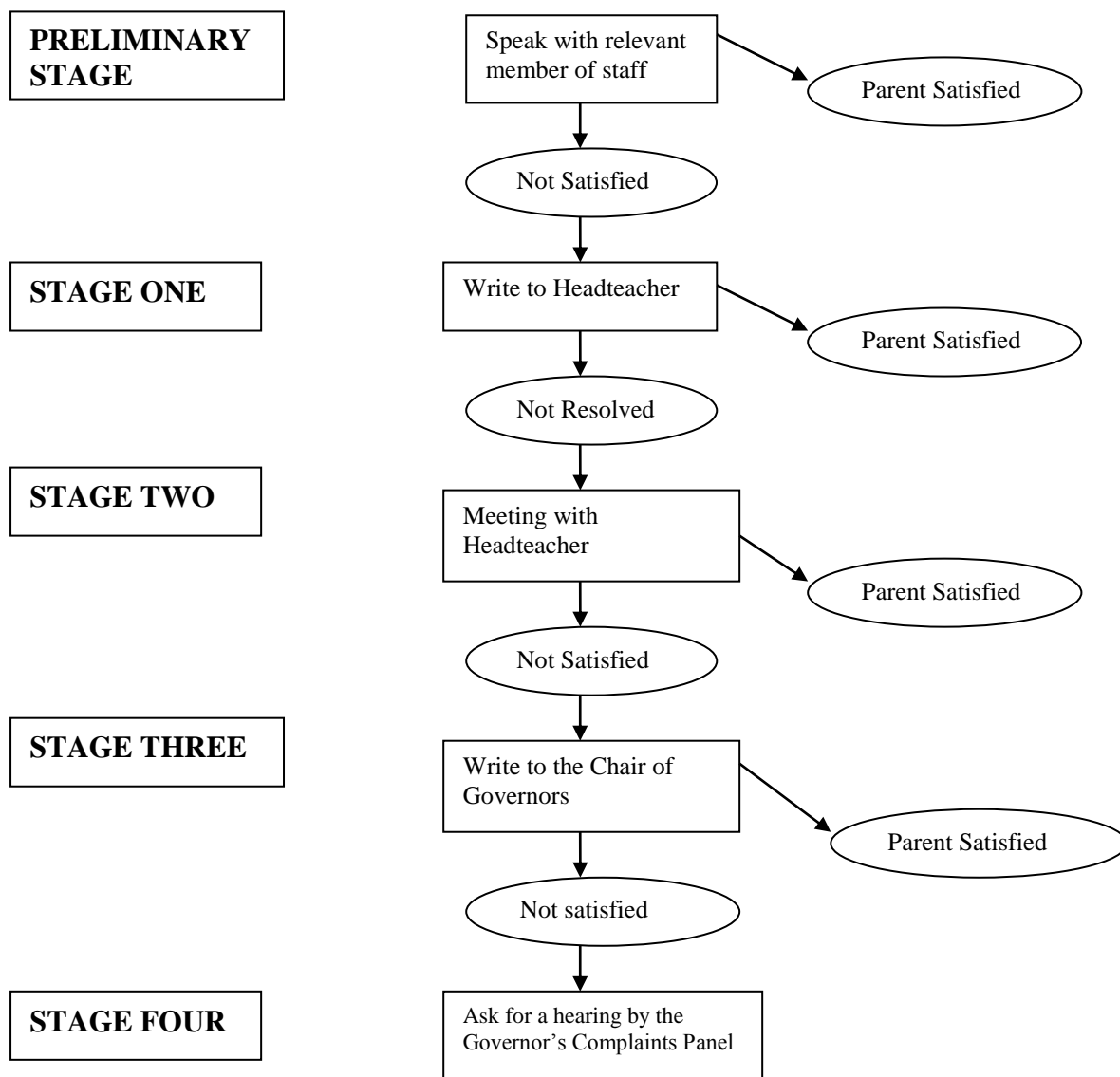


PADNELL INFANT SCHOOL
COMPLAINTS – GUIDANCE DOCUMENT FOR PARENTS

It is our belief that complaints are often due to a misunderstanding and we encourage parents to come into school and discuss with their child’s teacher or Headteacher when they are worried or upset about **ANYTHING**.

The majority of complaints can be resolved after talking to someone at the school, however in the event that you are unsatisfied with the outcome of any informal discussion – then you can follow the easy steps outlined below. Our main aim is to resolve complaints at the earliest stage and we assure you that all complaints will be treated in the strictest confidence and be fair, accessible to all needs and focus on resolution rather than blame. We will endeavour to conclude claims quickly and keep you informed at every stage. **All contact details are available from the school office.**



This is the final stage in the school’s internal complaints procedure. If your complaint relates to the National Curriculum and related matters or relates to the provision of collective worship and religious education – you will need to contact the Local Authority.

If a parent wishes to pursue a complaint because they feel the school has been unreasonable then they can write to the Secretary of State.