



Burton Leonard Church of England (VC) Primary School



Love our neighbour, enabling everyone to shine and make a difference in the world.
'Love your neighbour as yourself' Luke 10:27

Overview of Complaints Procedure for Complainants 2022-25

What to do if you have a concern or a complaint

We aim to work closely with everyone to ensure that all children can learn and play happily at school. We view all complaints in a positive way, as it helps the school improve its practices.

However, sometimes problems do occur and the best person to talk to first if you have a child in school is usually your child's class/form or subject teacher. If you do not have a child in school please talk to the Headteacher.

If you are still worried or concerned, the head teacher will be happy to talk to you at a mutually convenient time. Please contact the school office to make an appointment to talk to the Headteacher or write to the Headteacher explaining your complaint and what you would like to happen now.

This is part of a full procedure which all schools have in place and has been approved by the Governing Board. If the Headteacher cannot resolve the issue or if the complaint is about the Headteacher you should then write to the Chair of Governors. If your complaint is about a governor or governors please write to the Clerk of the Governing Board through the school.

Full details of our complaints procedure can be found on the school's website or ask the school for further information.

Please do not hesitate to contact us – we look forward to hearing from you.