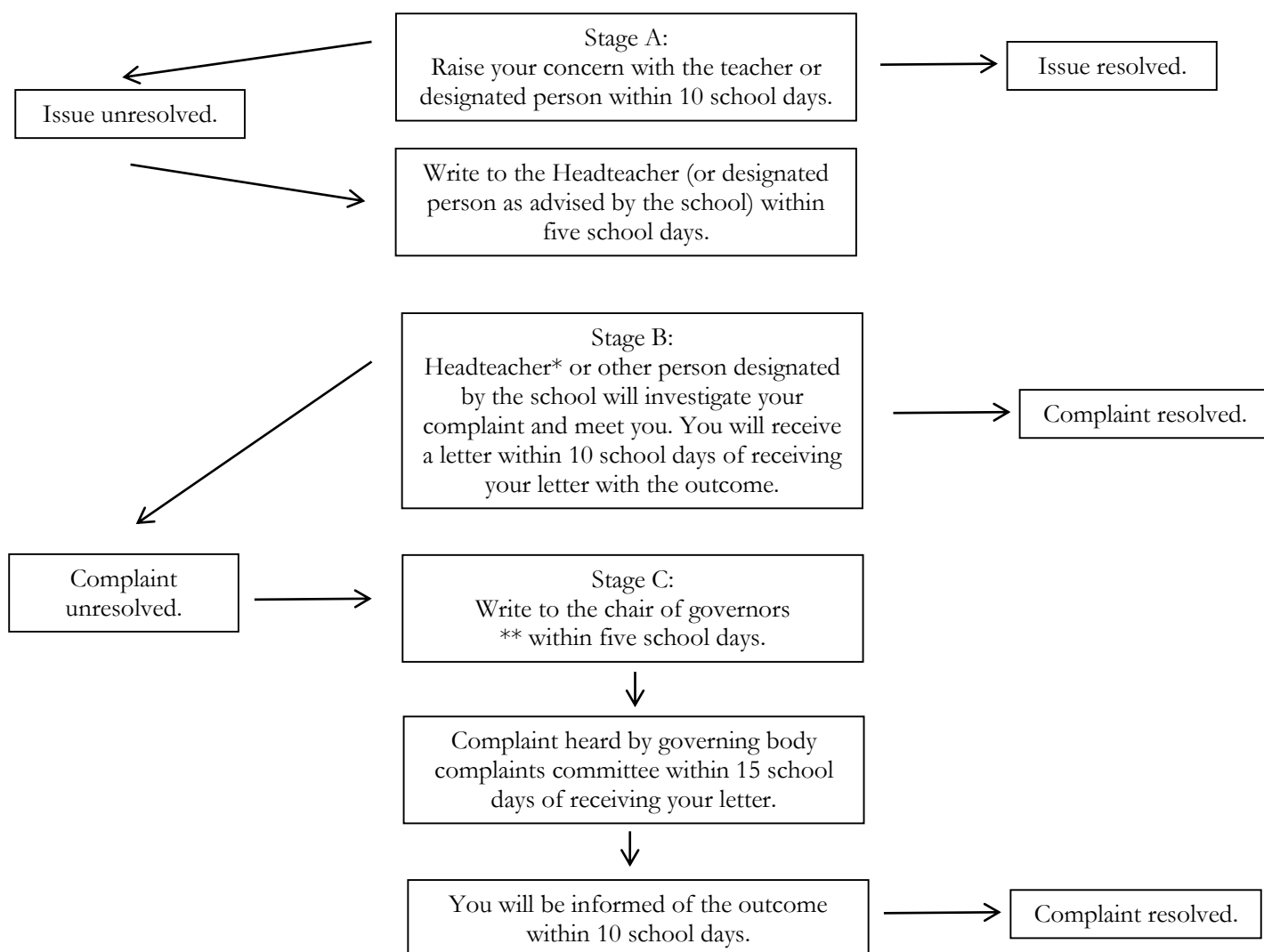


COMPLAINTS PROCEDURE

In exercising its role of the strategic management of a school, a governing body may from time to time be required to consider complaints about the school, or about any facilities or services the governing body provides.

In considering such complaints, governing bodies are advised to adopt the following model procedure as detailed within Welsh Government guidance circular no 011/2012.



*If the complaint is about the Headteacher you should write to the Chair of Governors.

**If the complaint is about the chair of governors you should write to the vice chair.

All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible.

The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.