

Kingsleigh Primary School

Complaints Procedures

Most problems can be dealt with informally by your child's class teacher and this is the best person to speak to in the first instance. If the matter is not easily resolved, the Phase Leader or Deputy Head Teacher will support. Problems will be referred to the Head Teacher when other procedures have not been effective. In some circumstances a formal complaint may be made to the Chair of Governors if the Headteacher is unable to resolve the issue earlier. The Governors adopt the LA procedure for dealing with complaints and copies of this are available from the Town Hall. Complaints about the curriculum, religious education and related matters would be made under Section 23 of the Education Reform Act.