

Complaints Procedure



At our school it is our vision and aim to provide our pupils with the best possible education that we can. However, we are aware that, from time to time, there may be occasions where you feel the need to raise a concern or complaint about an aspect of school life. Likewise you may wish to speak someone following an issue that has arisen.

As a school, we take all complaints and concerns very seriously, and are committed to ensuring that any complaints or concerns are resolved quickly. We aim to make the school's complaints procedures easy to follow in three easy steps:

Step 1 **Informal Stage**

Should you have a complaint to make, the first step is contacting the Headteacher of the school as the vast majority of complaints can be resolved at this stage. In the majority of cases, this is how cases are resolved.

Step 2 **Formal Stage**

If the issues have not been resolved from Step 1, all further complaints will need to be in writing and addressed to the Chair of the Governing Body. They will be thoroughly investigated and a response will be made in writing to you.

Step 3 **School Complaints Committee**

If you are still unhappy with the investigation you must write to the school and request the Clerk to the Governing Body, who convenes the Complaints Committee of the Governing Body to review your complaint.

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Further information about the complaints procedure and how issues are dealt with can be found in our Complaints policy, available on the relevant schools website www.trelewisprimary.wales or www.bedlinog.merthyr.sch.uk