

# St Benedict's Infant School



## Complaints Procedure

Here at St Benedict's Infant School we take your views seriously. If you have any problems please follow the school contact procedure below:

1. Raise ALL queries / issues / problems / comments in the first instance with the CLASS TEACHER as follows:

Either at the end of the day or telephone school on 0121 464 6420 for an appointment

2. If you are not satisfied with how your query has been dealt with then the next step would be for you to see the senior staff member with responsibility for the particular year group your child is in. You can make an appointment at the school office as follow:

Mrs S Parmar          Nursery / Reception

Miss C Whetton      Key Stage 1

Mrs P Clayton      SEND

3. Please follow the procedure above to ensure any queries are quickly dealt with. However, if you have followed steps 1 and 2 as stated above but you still have outstanding queries, you can make an appointment at the school office to meet with:

Mrs Williams, the Headteacher.

Be assured that staff will always investigate the issue, feedback to parents, take appropriate steps to deal with any issues arising and plan a follow up meeting.

Your support is appreciated by

Mrs A Williams and Governing Board of St Benedict's Infant School

If after you follow this procedure and you still feel you have a complaint, we follow the Birmingham City Council's complaints procedure which you can find on the link below:

<http://www.stbendic.bham.sch.uk/site/data/files/documents/policies/1C4C2A7EA9513CA6020AFCA0B4F5A703.doc>