

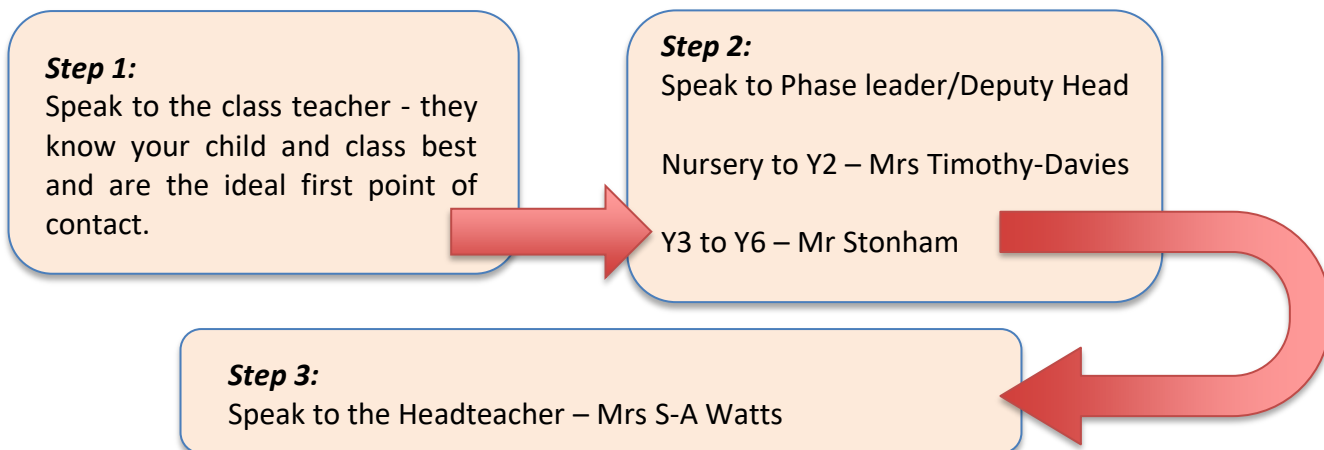


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DO YOU HAVE A CONCERN? LET US HELP!

Stage 1 - Informal Stage

Come and talk the problem through with us following these steps...



Most issues can be resolved informally. ^[L1]_[SEP] However, if you are not satisfied with the outcome, then the procedure continues as follows:

Stage 2 – Investigation

- A complaint must be submitted in writing to the Headteacher;
- Acknowledgement will be sent within 3 working days;
- You will receive a response within 10 working days.

Stage 3 - Review by Governing Body (You must have gone through Stage 1 and 2 before going to 3)

- A formal complaint must be given in writing to the Chair of Governors;
- A meeting with the Complaints Committee is arranged;
- There will be a period of 10 days to consider all evidence;
- A response from the Complaints Committee will follow this within 5 working days

If the complaint is about the Headteacher, you should immediately proceed to Stage 3 by contacting the Chair of Governors, Mr C Higgins