

Birkby Infant & Nursery School welcomes compliments or concerns as part of its commitment to continued improvement.

### Complaints procedures.

If you are concerned or worried about anything to do with school, teaching and learning, behaviour, provision of extracurricular activities please TALK TO YOUR CHILDS CLASS TEACHER as soon as possible.

If it is difficult to talk to the classteacher please talk to Clare Moscardini for Nursery and Reception classes

Danielle Laramée for Year 1 classes

Paula Manser for Year 2 classes

Donna Todd- all children in all classes.

In the event that none of these people are available then please ring the office 01484 223969 and make an appointment to see

Diana Wilson Headteacher

After a meeting with the Headteacher if you are still concerned you should then make a complaint in writing which the Headteacher will acknowledge within 3 school days and respond to within 15 school days.

If you are still concerned then you may have your complaint forwarded to the Chair of Governors Ali Stopher, who will then offer to meet you and discuss your complaint.

The Chair of Governors may then as a result of your concerns convene the Governing Body Complaints panel or other external party to investigate.