

Birkby Infant and 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, provisions of extracurricular activities please **TALK TO YOUR CHILDS CLASS TEACHER** as soon as possible.

If it is difficult to talk to the class teacher please talk to:

- Claire Moscardini for Nursery and Reception Classes
- Danielle Laramée for Year 1 Classes
- Paula Manser for Year 2 Classes
- Donna Todd for all children in all classes

In the event that none of these people are available then please ring the office 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, Pat Holderness, who will then offer to meet with 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.