

Netherbrook Primary School Complaints Procedure

As Netherbrook Primary School is now part of the **Learning Link Multi Academy Trust** the following process should be followed if you have a complaint which you have raised with your child's class teacher and the Phase Leader, but which you feel needs further attention:

- 1) The complaint should be raised with the Headteacher – Mr Phil Rawlings. Please contact the school office on 01384 818415 to request an appointment with the Headteacher.
- 2) If the complaint is still not resolved, it should be raised in writing to the Chair of Governors – Mr Nigel Smith. The school office will provide the contact details for the Chair of Governors.
- 3) If the complaint is still not resolved, it should be raised in writing to the Chief Executive Officer of the Multi Academy Trust – Mr Paul Harrison. The school will provide contact details for the Chief Executive Officer.

All complaints must be followed in this order.

Mr P Rawlings
Headteacher
Netherbrook Primary School

Wednesday 1st November 2017.

From Wednesday 1st November 2017