**Worlebury St Paul’s CE VA Primary School Complaints Form**

We encourage everyone to express their views about what goes on in our school so that staff are aware of potential difficulties and we can put things right quickly to prevent problems.

We treat all concerns and complaints as confidential and can resolve the majority of them informally.

The school’s complaints policy can be found here: <http://www.worlebury.n-somerset.sch.uk/Information/policies/2013-14%20policies%20ratified%20by%20Governors/NScomplaintsleafletforparents%20ratified%20Gov%204%20Feb%202014.pdf>

North Somerset complaints guidance for parents can be found here:

<http://www.worlebury.n-somerset.sch.uk/Information/policies/2013-14%20policies%20ratified%20by%20Governors/NScomplaintsleafletforparents%20ratified%20Gov%204%20Feb%202014.pdf>

The purpose of this form is to make it easier for you to raise a concern or complaint but you can also raise your concern or complaint by letter, in person or by telephone if you prefer. There are eight questions but three are optional.

We will use the details you supply to see how we can help you.

1. **Contact details**

|  |  |
| --- | --- |
| Your name: |  |
| Address: |  |
| Contact Details: |  |

2. **Please give details of your concern or complaint**

3. **How have you been affected?**

4. **What do you think will resolve this?**

5. **What do you want us to do to put things right for you?**

6. **If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before. *This question is optional.***

7. **If you have already raised this issue, please give brief details about how and when you did so and what happened. *This question is optional.***

8. **Please include any paperwork if you wish to do so. *Optional.***

**Submitting this form:**

If your complaint is about the headteacher, please send the form to the Chair of Governors [cofg@staff.worlebury.n-somerset.sch.uk](mailto:cofg@staff.worlebury.n-somerset.sch.uk)

If your complaint is about a governor, please send the form to the Clerk to the Governing body [Liz.Mansbridge@n-somerset.gov.uk](mailto:Liz.Mansbridge@n-somerset.gov.uk)

For all other complaints, please send the form to the headteacher [headteacher@staff.worlebury.n-somerset.sch.uk](mailto:headteacher@staff.worlebury.n-somerset.sch.uk)

Alternatively, a paper copy can be left in the office in an envelope marked “private and confidential”.