

COMPLAINTS PROCEDURE

You have the right to question any part of the curriculum, or related matters, with which you are not happy. Usually any queries can be dealt with by a full yet informal discussion with the class teacher, phase leader or headteacher as appropriate. If an informal discussion does not resolve matters, you may direct any complaints to the headteacher. All complaints will be thoroughly investigated and it is our aim to reach a speedy and satisfactory conclusion.

If, however, you are not satisfied with the outcome of your complaint, it is possible to then pass it to the Governing Body. This should always be in writing and follow Liverpool City Council's procedures. Any letters should be handed in at the school office and addressed to 'The Chair of Governors' c/o Longmoor Community Primary School. You should make it clear:

- Why you are complaining.
- Who you have spoken to already.
- What you want to happen as a result of your complaint.

The Chair of Governors will arrange for your complaint to be reviewed. The governor in charge of investigating your complaint may ask to meet you to clarify the nature and detail of your complaint. They will give you full details of how they will carry out any further investigation and keep you up to date with progress. The governing body will aim to respond to your complaint within 28 school working days of receiving your written complaint. If there is any delay, they will let you know the reasons and keep you informed. When the panel has fully investigated your complaint, the governing body will write to you confirming the outcome of your complaint and any agreed action to be taken.

Further information on the complaints procedure for schools is available on Liverpool City Council's website under 'Complaints and Feedback'.