

Bedfordshire Education Art and Libraries Service

Headteacher
Mrs E Simpson B Ed
Telephone (01767) 627215
Fax (01767) 627452
northill@deal.bedfordshire.gov.uk

Northill C of E V. A. Lower School
Bedford Road
Northill
Biggleswade
Bedfordshire SG18 9AH

Community Complaints Policy

This policy is to describe the procedure that should be adopted to lodge a formal complaint about Northill School which arises from a member of the wider community.

A Complaint Form (Appendix 1) is available from the school office and should be completed and then returned to the Chair of Governors. The Chair of Governors will, at his/her discretion, call a meeting of the Governors to discuss the complaint and a decision will be taken at that meeting as to what, if any, further action is required. The Chair of Governors or the Clerk to the Governors will inform, in writing, those who have lodged the complaint of the decision of the Governing Body.

Northhill C of E VA Lower School

Complaints Form For Community Use

When completed please hand this in at the school office in a sealed envelope marked "confidential" for the attention of the Headteacher

Name, address and telephone number of person/s wishing to make an official complaint:

Details of your complaint:

If you need more space please continue on a separate piece of paper and attach to this form

What has been done to resolve your complaint: (prior to completing this form)

What do you feel could be done to resolve this situation?

Signature: **Date:**