

IF A PARENT OF A CHILD WITH SPECIAL EDUCATIONAL NEEDS HAS A COMPLAINT ABOUT THE SCHOOL, HOW DOES THE HEADTEACHER /GOVERNING BODY DEAL WITH THE COMPLAINT?

At Kings Norton Girls' School we will always work closely with you to try and solve any worries or complaints you may have about your child.

All complaints will be dealt with promptly and in line with the school communications procedure.

If at all possible, concerns and complaints should be handled and resolved informally. The complaint should usually first be raised verbally or in writing with the person concerned. A communications process is available on our website which clarifies who might be best placed to deal with the informal complaint.

Should informal attempts to resolve the issue be unsuccessful and the person raising the complaint wishes to take the matter further then a formal complaint should be made in writing to the Headteacher unless the complaint is about the Headteacher, in which case it should be referred to the Chair of Governors.

Complaints policies (Curriculum and General) are available on the school website under policies.

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