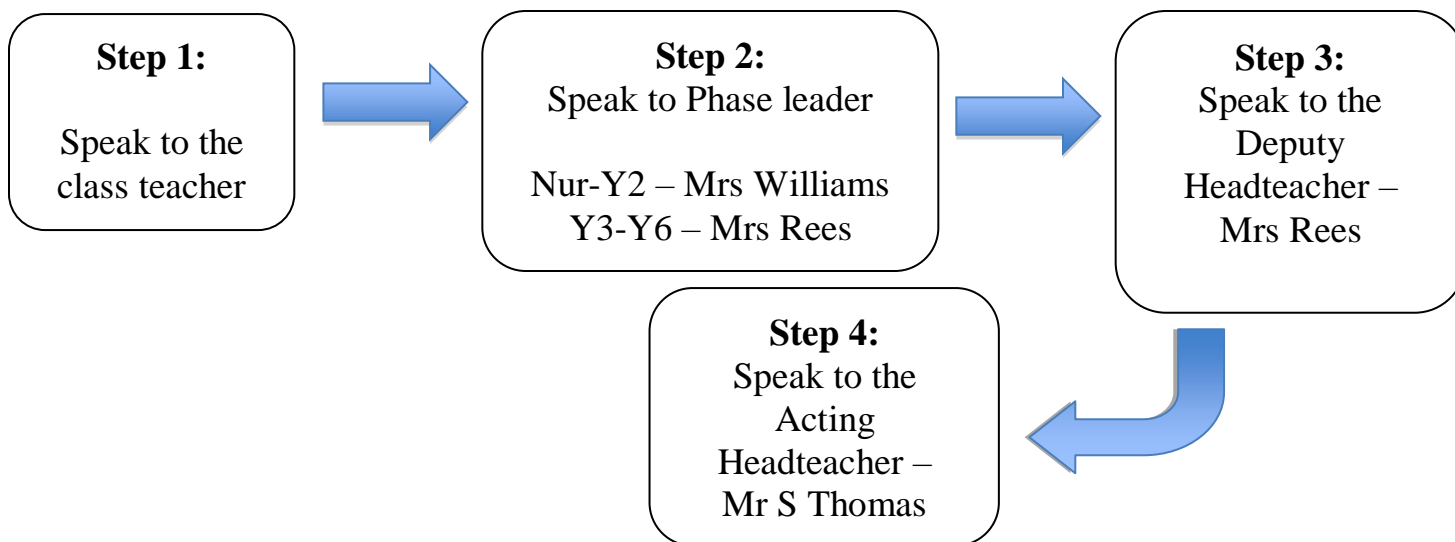




DISSATISFIED WITH SOMETHING? THIS IS WHAT YOU SHOULD DO

Stage 1 - Informal Stage - Come and talk the problem through with us



Most issues can be resolved informally.

IF YOU ARE NOT SATISFIED WITH THE OUTCOME – THEN THE PROCEDURE CONTINUES AS FOLLOWS:-

Stage 2 - Headteachers' Investigation

1. Complaint must be in writing
2. Acknowledgement within 3 days
3. Response within 10 working days

Stage 3 - Review by Governing Body - (You must have gone through Stage 1 and 2 before going to 3)

1. Formal complaint in writing to Chair of Governors
2. Meeting with Complaints Committee arranged
3. 10 days to consider all evidence
4. Response from committee within 5 working days.

If the complaint is about the Headteacher, you go to Stage 3 directly. You must contact the Chair of Governors (Mrs Shirley Davies – admin@tycroes.ysgolccc.cymru)