COMPLAINTS POLICY OVERVIEW
HOLYMEAD PRIMARY SCHOOL
January 2021

If a parent/carer has a complaint about the school, please contact your child's teacher in the first instance. If your child's teacher is unable to answer your query, or you are unhappy with the response, the matter should be referred to the Head Teacher in writing. If you are still not satisfied with the response, then a written complaint should be made to the Chair of Governors:

Ms Coggins, c/o Holymead Primary School, Wick Road, Brislington, Bristol BS4 4HB. The governing body will then investigate your complaint. Please see the Complaints Policy on the school website for full details.

After all internal procedures have been exhausted, if you wish to escalate a complaint you can refer your complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

- Department for Education
  Piccadilly Gate
  Store Street
  Manchester
  M1 2WD

This will be the final stage in the complaint handling process.

The Local Authority's duty to consider complaints about the curriculum, sex education and religious worship in maintained schools ceased on 1st August 2012.

If you have a complaint about Bristol Local Authority you will need to follow the Bristol City Council Complaints policy on their website or contact the Local Government Ombudsman:

Telephone 0300 061 0614
Email advice@lgo.org.uk
Address PO Box 4771, Coventry, CV4 OEH