

**COMPLAINTS PROCEDURE**  
**HOLYMEAD PRIMARY SCHOOL**  
September 2016

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, Mr Wright, c/o Holymead Primary School, Wick Road, Brislington, Bristol BS4 4HB. The governing body will then investigate your complaint.

If you wish to escalate a complaint you will need to write to the  
Secretary of State for Education,  
Department for Education,  
Sanctuary Buildings,  
Great Smith Street,  
London  
SW1P 3BT

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 1<sup>st</sup> August 2012.

If you have a complaint about Bristol Local Authority you will need to contact the Local Government Ombudsman.

Telephone 0300 061 0614  
Email [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
Address PO Box 4771, Coventry, CV4 0EH