

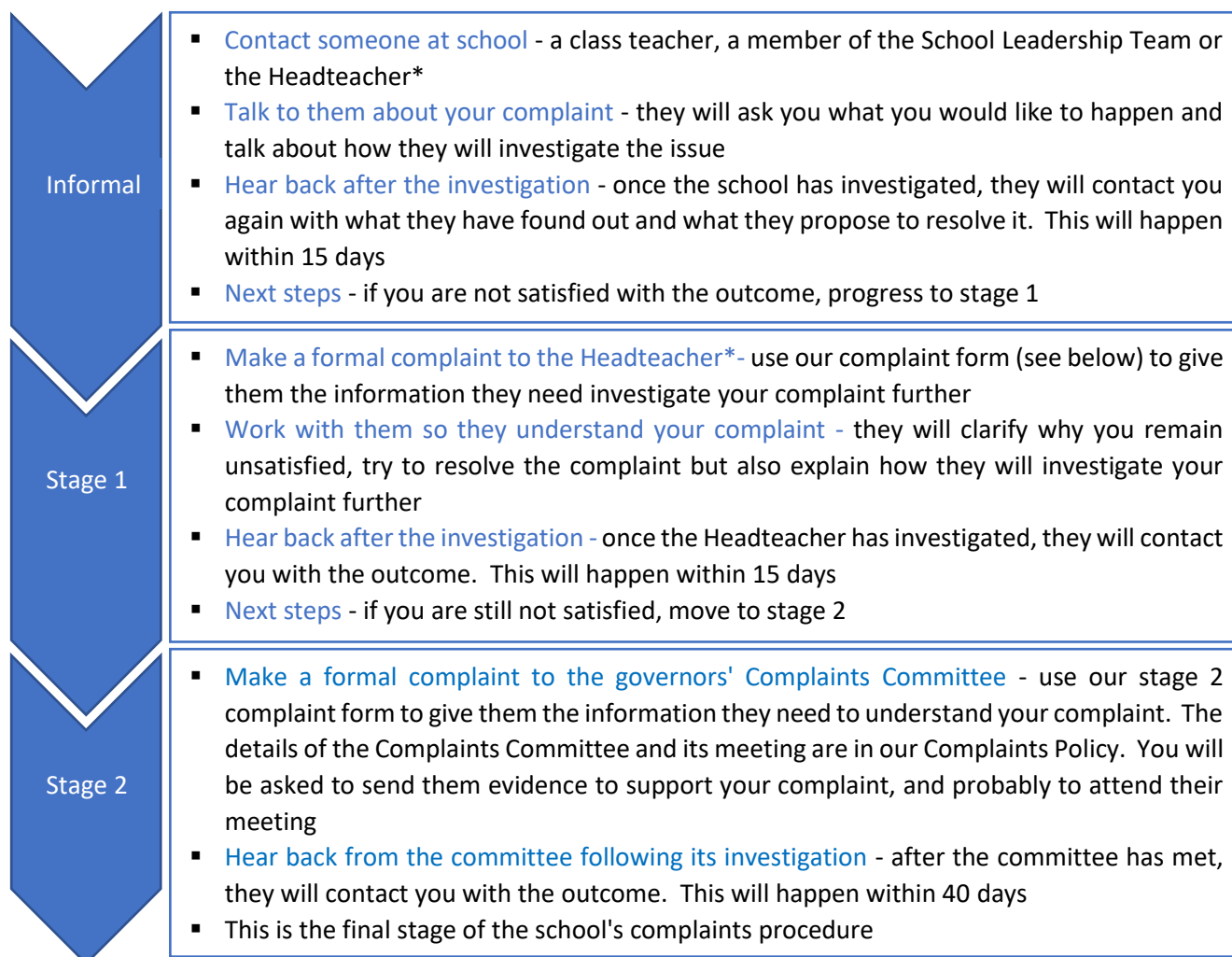


Brookwood Primary School Complaints Process

We try hard to provide the best education possible for all our pupils. We welcome feedback and accept that not all of this will be positive.

If we have fallen short of your expectations, please come direct to us in the first instance, rather than approach a third party, so that we can work together to resolve your concern quickly and effectively.

Our Complaints Policy can be found on our website <https://www.brookwood.surrey.sch.uk>. Here is a summary of the process:



* If your complaint is about the Headteacher or governors, the complaints policy tells you who to contact.

Here are the contact details you will need to make a complaint. If you would like help, please contact the school office team who will arrange this for you.

Brookwood Primary School
Connaught Road
Brookwood
Woking
Surrey
GU24 0HF
Tel: 01483 473315
Email: office@brookwood.surrey.sch.uk

Headteacher:
Wendy Thomas
Email: head@brookwood.surrey.sch.uk

Chair of Governors:
Cath McCormick
Email: clerk@brookwood.surrey.sch.uk



Brookwood Primary School Complaints Process

Stage 1 Formal Complaint Form

Please complete and return to the Headteacher via the school office. If your complaint is about the Headteacher or an individual governor, please return to the Chair of Governors via the school office. If your complaint is about the Chair of Governors or the Local Governing Committee, please return to the Chief Executive Officer via the Clerk to the Local Governing Committee.

Name			
Name of pupil, year group and your relationship to them (where applicable)			
Address			
Telephone (Day)		Telephone (Mobile)	
Email Address			
Please give details of your complaint, including whether you have spoken to anybody at school about it.			
What actions do you feel might resolve the problem at this stage?			
Please give details of any paperwork you are attaching.			
Signed:		Date:	

Official use

Date received:	Signed:
Date acknowledgement sent:	By whom:
Complaint referred to:	Date: