

## **Concerns and Complaints Summary**

Staff at Pixmore aim to work closely with parents/carers and we hope that any who have any concerns or anxieties will, in the first instance, raise these with the class teacher or head teacher. If you are not sure whom to approach, please ask your child's class teacher (or get in touch with the school office). We find that nearly all concerns or potential complaints can be resolved happily through discussion.

The governors of the school do have arrangements for considering complaints formally. For general complaints and matters to do with special educational needs they have adopted a procedure which follows guidelines recommended by Hertfordshire County Council. You can obtain a copy of this from the school office.

There are, in addition, special arrangements for considering complaints about matters to do with the teaching of the National Curriculum and about collective worship in the school. You can also obtain a copy of these arrangements from the school office.

### **Head teacher**

Mrs Alex Evans

### **Chair of Governors**

Mrs Tina Dickens

### **Deputy Head Teacher**

Mrs Sarah Inman

### **SENCo**

Mrs Sue Willans

### **Key stage leaders**

Mrs. Hannah Coyle

Miss A Scammell

In the event of a complaint, we follow the Hertfordshire Model Policy (see section on policies):

*\* Please come and speak to us before problems or concerns become a major worry. We are here to help.*