

## Your Details

Pupil  Parent

Staff  Other

(please tick box)

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone No: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_  
\_\_\_\_\_



## How we will respond

Where a client has made a comment, compliment, complaint or suggestion and give their name and address, they will receive a personal response.

The school has a formal complaints procedure which is in line with the local authority procedures. Further information is available by contacting the Headteacher.



Blackfell Primary School

Knoulberry

Blackfell Village

Washington

Tyne and Wear

NE37 1HA

tel : 0191 2193670/ Fax: 0191 2193671



# Compliments, Comments and Complaints

**We value your views**

**Help us to improve our school**

**Contact our school 0191 2193670**

**Headteacher: Mrs Julia Watkins**

# Introduction

Blackfell Primary school is always trying to improving the service delivered. We aim to help all children develop their full potential, achieving the highest possible standards in all aspects of their education.

We want to provide the highest standard of service by continuously improving our systems and methods of working. We need to know when you are unhappy so that we can put it right. Also, if we get things rights we would also appreciate your positive comments.

When we receive your comment/complaint it will be recorded and acknowledged either verbally or in writing within three days. We will keep you informed of any action taken.

All comments/complaints will be dated and recorded in our comments/complaints register and kept in school. The Headteacher and School Governing Body will review the log on a regular basis.

# Comments Section

(Please tick as appropriate)

Compliment

Comment

Complaint

Please describe your Compliment/Comment/Complaint below:

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Thank you for completing this form.  
Please return it to the school office.

*For Office Use Only*

Date Received \_\_\_\_\_ Reference Number \_\_\_\_\_

Referred to \_\_\_\_\_

Acknowledgement Sent (date) \_\_\_\_\_