



## Compliments and Complaints Summary

It is always nice to know we are getting things right. We will ask the opinions of parents and carers via surveys throughout the year. If you are pleased with your experiences at Hillside please let a member of staff know or email or write to the school or the Chair of Governors directly.

We have set procedures for dealing with complaints about the school. Depending on the nature of the complaint, it will usually be appropriate to see your child's teacher in the first instance. Otherwise, please make an appointment with the Headteacher. If meeting with the Headteacher does not resolve the complaint to your satisfaction, you will be advised to put your complaint in writing to the school's governing body. If your complaint remains unresolved, you may complain to the Secretary of State for Education asking to look into your complaint. The Secretary of State may not consider any complaints unless the above stages have been completed.

This information is published in compliance with Education Law. The details given were correct at March 2018. The Complaints policy is available on the school website



