



# Hazlehurst Community Primary School

Geoffrey St, Ramsbottom, Bury, Lancs. BLO 9PQ Tel: 01706 822002 Fax: 01706 823273

Website: [www.hazlehurstschool.co.uk](http://www.hazlehurstschool.co.uk) Email: [hazlehurst@bury.gov.uk](mailto:hazlehurst@bury.gov.uk)

Headteacher: Mr M Golding B Mus (hons)

Deputy: Mrs A-M Knowles BA (hons)

## Complaints

If any parent has a complaint regarding school organisation or the curriculum, the following plan must be observed.

- An attempt will be made to resolve the issue through informal discussion involving the teacher or headteacher.
- If the complaint is unresolved, the complainant makes a formal written statement, which is submitted to the headteacher or Chair of Governors. The issue will be investigated and a response will be provided.
- If the complaint is still unresolved, the complainant can write to the Chair of Governors asking for the matter to be dealt with at Stage 3, which involves a formal meeting of the Governors' Complaints Committee. Both parties are invited to address the committee members, who will then discuss the matter and provide a written response.
- Once the Complaints Committee has heard a complaint, and it is clear that correct procedures have been followed, that specific complaint cannot be reopened or re-heard. If a request is received in this respect, the complainant will be advised that they should write to the Secretary of State for Education.

Full details of these arrangements are available from the headteacher or the Education Department.

