

## COMPLAINTS PROCEDURE, IN BRIEF

If you wish to make a complaint about:

- The school
- A member of school staff
- The governing body

Please follow these step:

1. Raise your concern as soon as you can, but within 10 school days of any incident, directly to the school, using the [online complaints form](#) we would hope to resolve it informally.
2. If we do not resolve your complaint to your satisfaction, please put your complaint in writing to the Headteacher, Mrs N Cule, Headteacher, Colcot Primary School, Florence Avenue, Barry, CF62 9XH, or, if your complaint is about the Headteacher please write to Mr M Peplow, Chair of governors, Colcot Primary School, Florence Avenue, Barry, CF62 9XH.
3. If you still feel that your complaint has not been dealt with satisfactorily, you can write to Mr Peplow at the school address. The complaints committee of the Governing Body will normally meet with you within 15 school days of receiving your letter.

In all cases the school and governing body will ensure that complaints are dealt with in an unbiased, open, and fair way.

We will take your concerns and complaints seriously and, where we have made mistakes, will try to learn from them.