

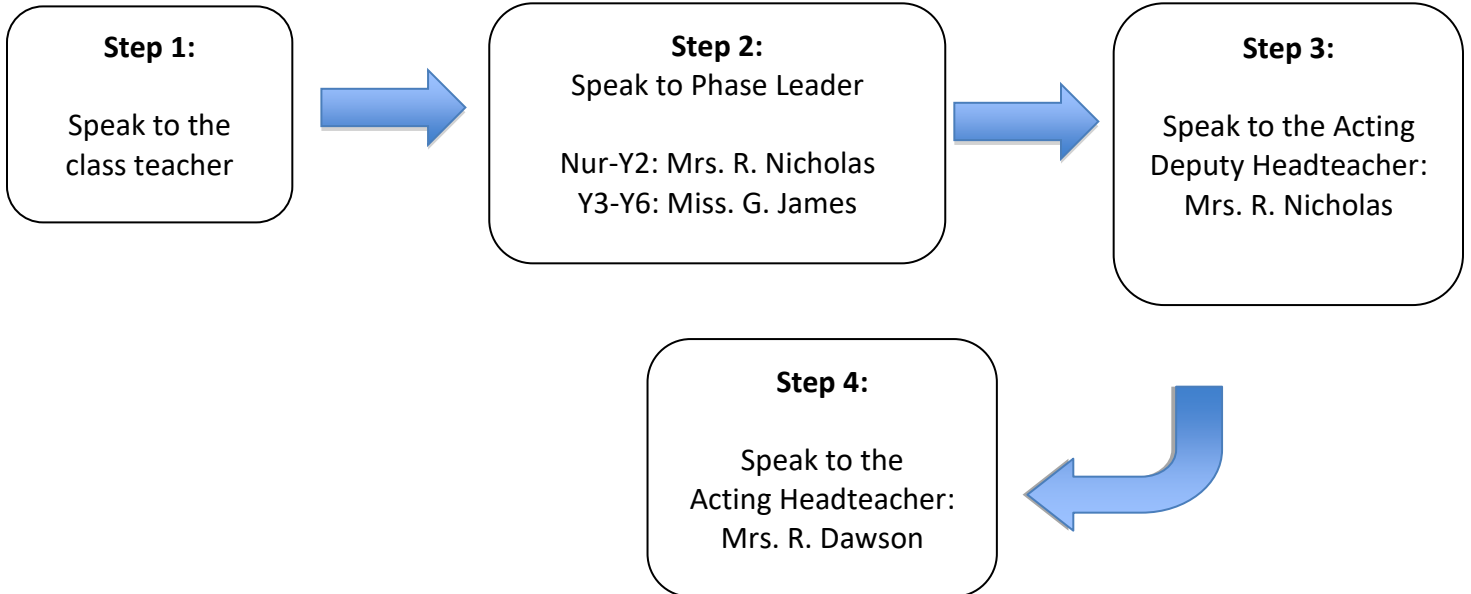


# Ysgol Y Bryn



## Unhappy with something? This is what you can do

### Stage A Come and talk the problem through with us



**Most issues can be resolved informally.**

### IF YOU ARE NOT SATISFIED WITH THE OUTCOME – THEN THE PROCEDURE CONTINUES AS FOLLOWS:-

#### Stage A:

We will try to let you know what we have done or are doing about your concern normally within 10 school days, but if this is not possible, we will talk to you and agree a revised timescale with you

#### Stage B:

1. Complaint must be in writing
2. Acknowledgement within 10 school days
3. Outcome response within a further 10 school days

#### Stage 3:

1. Complaint in writing to Chair of Governors
2. Written complaint within 5 school days of outcome response of Stage B
3. Response from Governing Body to explain how the complaint will be dealt with
4. The complaints committee will meet with you within 15 school days of receiving your letter.

**If the complaint is about the Headteacher, you go to Stage 3 directly. You must contact the Chair of Governors, Cllr G. Jones (01554 821124)**