

Brady Primary School

Complaints Procedure Statement

Brady Primary School endeavour to work in partnership with parents, pupils and the wider community. This ideal is based on the belief that co-operation and a sense of joint purpose between staff, pupils, parents and the School will assist in ensuring open and positive relationships. From time to time, however, parents and members of the public may express concern or make a complaint, either orally or in writing, about something which they feel unhappy about.

The School will always give serious consideration to concerns and complaints that are brought to its attention. However, anonymous complaints will not normally be considered. In considering concerns or complaints, the School will ensure that they are dealt with effectively and with fairness to all parties.

Where possible complaints will be resolved informally.

Where a complaint has not been resolved informally, then formal procedures detailed within the complaints procedure will need be followed.

Please see the Complaints Procedure for further information.