

Statutory

Reviewed: Summer 2019

FURZEDOWN

**Caron Heywood
Monica Kitchlew- Wilson**

Complaints Procedures

Next Review: Summer 2020

If you have a complaint, please follow the procedures outlined below. We aim to resolve complaints as soon as possible.

1. See your child's class teacher and discuss the issue. Teachers will inform the head or deputy head of complaints if this does not resolve the issue.
2. Contact the Head teacher, who will investigate and give you feedback.
3. If you are unhappy about the way your complaint has been dealt with, please write a letter to the Chair of Governor's and hand it in to the School office. We will forward your letter to the Chair of Governors who will then look into your complaint and write to you with a reply.
4. If you are unhappy with the way the governing body has dealt with your complaint you can contact the

Director of Children's Services
Town Hall,
Wandsworth High Street,
London SW18 2PU.

The Director will investigate your complaint and will write to you with a reply.

If you are still unhappy you can write to the Chief Executive. The Chief Executive will look at your complaint and investigate it. You can contact the Chief Executive at
Wandsworth Town Hall,
Wandsworth High Street,
London SW18 2PU

We aim to resolve all complaints as quickly as possible. If we cannot deal with your complaint immediately, we will send you an acknowledgement within five working days and a final answer within ten working days. If your complaint is a complex one and cannot be answered within this time, we will keep you regularly informed.