

# Complaints and Compliments

(School and EYC)



At Kingcase EYC and Primary, we enjoy very positive relationships with our Parents, Carers and Wider Partners.

A recent HMI inspection identified that the adults at Kingcase have high expectations for all children and that we do this through nurturing and inclusive practice.

Our Parents and Carers will regularly communicate positively with the school to express their support and appreciation for the hard work and commitment of our Team.

We do appreciate that at times, Parents/Carers may have concerns they wish to express. If this is the case, we ask that you follow the steps below.

Stage 1: Class Level Resolution.	Contact the school with your concern. Your child's Class Teacher will speak with you to hear your concerns and will agree an action plan to support the situation.
Stage 1a: School Level Resolution.	If you feel after raising your initial concern that you still need your concern investigated and supported, then we would ask that you request to meet with a member of the School's Leadership Team – this will always likely be a Principal Teacher or the Deputy Head Teacher.
Stage 1b: School Level Resolution.	If, after time, the plan you agreed with the Principal Teacher or Deputy Head Teacher has not been successful and your concerns continue, then you are entitled to a meeting with the Head Teacher.
Stage 2: Local Authority Level Resolution:	If, after meeting with the Head Teacher, you feel your complaint needs further investigation, then we would invite you to contact the Local Authority. Your complaint will then be handled by a Link Officer with responsibility for supporting EYCs and Schools.