

Complaints, suggestions and compliments

How to complain

The quickest and easiest way to complain is to contact the school directly and speak to your child's class teacher.

If you feel the issue is of a more serious nature, you should arrange to meet with the Depute Head or Head Teacher.

In some instances the Office staff, Mrs Kelly or Mrs Witchard will be able to assist you or will let the appropriate member of staff know what the problem is and what would put things right.

You can make a formal complaint:

In person

Make an appointment and call into the school in person.

By phone

You can phone and speak to the class teacher or a member of the management team detailing aspect(s) of the service you are unhappy about.

In writing

You can write to the head teacher, Lynsey May or the depute head, Tricia McFadyen detailing the nature of your dissatisfaction

*St Patrick's Primary
Academy Street
Troon
South Ayrshire
KA10 6HR*

Tel: 01292 690070

When making a complaint you should let us know:

- Your name.
- Your address.
- Your phone number.
- What you are complaining about.
- What we can do to put things right.