Complaints Procedures

Great Wilbraham Primary School adopts the Cambridgeshire County Council Complaints Policy (copies available from the school on request).
There are a number of channels that exist within the school by which you can raise worries and concerns.

- Specific concerns related to individual children should be raised with your child's class teacher in the first instance, either by speaking directly or via their direct email.
- If the concern is felt to be particularly serious or sensitive in nature it can be raised directly with the Headteacher, either by speaking directly or via direct email.
- Specific issues related to the day to day running of the class or school should be raised with your child's class teacher and / or the Headteacher either by speaking directly or via their direct email.
- General concerns related to running of the school, pupil experiences, etc can be raised with either the Headteacher or one of the Governors via email or letter. Please note any issues raised with Governors will be relayed back to the appropriate staff so that any concerns can be addressed and responded to.

As a close knit school community we would hope that you feel able and confident to approach the staff and we would encourage this in the first instance. As you will appreciate certain times such as the beginning and immediate end of school is very busy for all and it may not be possible for staff to deal with all concerns straight away or in a manner of confidentiality. At these times it may be appropriate for staff to agree with you a day and time that is both convenient and allows for your concerns to be raised in confidence.
Obviously we would hope and anticipate that most specific worries will be managed and dealt with at a more informal level. If however you feel that issues have not been resolved we would ask that your concerns are placed in writing (letter or email) and directed to the Headteacher or the Chair of the Governing Body. This way your worries can be dealt with more formally.