



Your Details

Pupil	<input type="checkbox"/>	Parent	<input type="checkbox"/>
Staff	<input type="checkbox"/>	Other	<input type="checkbox"/>

Name: _____

Address: _____

Telephone No: _____

Date: _____

Email Address: _____

How we will respond

As we receive your comment/complaint it will be recorded and dealt with as soon as possible. It will be acknowledged and passed on either verbally or in writing within 5 working days. We will also keep you informed of any decisions made. If we are unable to resolve the complaint we will advise you of what further action can be taken.



**Southwick Community Primary
School
Shakespeare Street
Southwick
SUNDERLAND
Tel: 0191 5535500/ Fax: 0191 5493822**



Compliments, Comments and Complaints

We value your views.

Help us to improve our school.

Introduction

Southwick Community Primary school is constantly trying to improving the service delivered. We aim to help all pupils develop their full potential, achieving the highest possible standards in all aspects of their education.

We want to provide the highest standard of service by continuously improving our systems and methods of working. We need to know when you are unhappy so that we can put it right. Also, if we get things rights we would also appreciate your comments.

When we receive your comment/complaint it will be recorded and acknowledged either verbally or in writing within five days. We will keep you informed of any action taken.

All comments/complaints will be dated and recorded in our comments/complaints register and kept in school. The Headteacher and School Governing Body will review the log on a regular basis.

Comments Section

(Please tick as appropriate)

Compliment

☐

Comment

☐

Complaint

☐

Please describe your Compliment/Comment/Complaint below:

*Thank you for completing this form.
Please return it to the school office.*

For Office Use Only

Date Received _____ *Reference Number* _____

Referred to _____

Acknowledgement Sent (date) _____