



Compliments, Comments and Complaints

We value your views. Help us to improve our school.

Southwick Community Primary school is constantly trying to improve 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're unhappy so that we can put it right. Also, if we get things right we would also appreciate your comments.

When 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.

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

Your Details

(Please tick)

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

Name	
Address	
Telephone Number	
Mobile Number	
E-mail Address	



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(Please tick)

Compliment	<input type="checkbox"/>	Comment	<input type="checkbox"/>
Complaint	<input type="checkbox"/>	Other	<input type="checkbox"/>

Please describe your Compliment/Comment/Complaint below:

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

Office use only

Date Received	<input type="text"/>	Reference Number	<input type="text"/>
Referred to	<input type="text"/>		
Sent date	<input type="text"/>		