

## **WEELSBY ACADEMY**

### **COMPLAINTS PROCEDURE**

It is hoped that most concerns and complaints can be resolved quickly and informally. Please contact the school office and ask to speak to either **Mrs Julie Saunders, Executive Principal OR Mrs Carol Walker, Associate Executive Principal**.

If the complaint cannot be resolved please provide a written record of your concerns or complaint with as much detail as possible to:

**Mrs Julie Saunders, Executive Principal OR Mrs Carol Walker, Associate Executive Principal.**

Your concerns will be acknowledged, investigated and reported back to you within a maximum of 10 days.

In the event that your concern or complaint is not resolved to your satisfaction, please forward the detail, in writing, to **Mr Mark Rushby, Chair of Education Advisory Board** at Weelsby Academy.