

## Complaints & Concerns

At St Brigid's, we take all concerns or complaints very seriously and always endeavour to find solutions with the minimum of disruption.

Therefore, before there is a chance of a complaint being made, we always encourage parents/carers to discuss their concerns with the class teacher in the first instance. If, after such a conversation, the concern has not been resolved, parents/carers are encouraged to contact the school office to arrange to speak to Mrs Tyler (Headteacher) or Mrs Richards (Senior Assistant Headteacher).

We feel that by engaging in a sensible and measured conversation, that most problems can be easily resolved. We do, however, acknowledge that this may not always be the case. When concerns/complaints cannot be resolved in this way the school will follow the complaints and concern procedure as recommended by the Local Authority and sanctioned by the Governing Body. Should a copy of this procedure be required, please contact the school office.

Alternatively, should you wish to write directly to the Headteacher regarding an issue you may have, please address your envelope to:

***Mrs R Tyler, Headteacher, c/o St Brigid's Catholic Primary School, Waterpark Drive, Stockbridge Village, Liverpool, L28 7RE***

or, if your complaint relates to the Headteacher, please write directly to:

***Ms Lyndsey Byrne, Chair of Governors, c/o St Brigid's Catholic Primary School, Waterpark Drive, Stockbridge Village, Liverpool, L28 7RE***

