



Complaints About Us



In an ideal world there would be no need to complain. Unfortunately there will be occasions when something we have done or said has caused upset to you or your family. We strive hard to ensure this does not happen. However, should that be the case, please let us know as soon as possible. It is in everyone's interest that complaints are resolved at the earliest possible stage. There are several ways to do this.

You could:

- Make an appointment to see your child's teacher by telephoning the school office (912-5005).
- Make an appointment to see the Headteacher (Mr. Wilkinson) or Deputy Headteacher (Miss Tidman).
- Telephone school to speak to Mr. Wilkinson or Miss Tidman.
- If your situation is urgent or quick to resolve you could come into school and hope someone is available to speak to you – we often are.

Whatever the problem we will do our best to resolve the situation with you.

If you are unsatisfied with our response you could invoke our Complaints Policy. This is a much more serious and official route for the dealing of complaints. If you want a copy of this policy it is freely available on the school website (www.victoriaparkschool.co.uk) or a copy is available from the school office.

If the complaint is about a member of staff, please contact the Headteacher (Mr. Wilkinson).

If the complaint is about the Headteacher (Mr. Wilkinson), please contact the school office who will provide you with details of the Chair of Governors.

Contact details:

School office is open Monday to Friday (term-time only) between 7:45am – 4:00pm

School telephone number: 0161 912-5005