



## Ysgol y Ddraig Complaints Procedure

At Ysgol y Ddraig we value the good relations we enjoy with parents and the community, although we recognise that at times misunderstandings and conflicts may arise. It is the school's policy to resolve these misunderstandings as soon as possible.

### Complaints Procedure

1. Parents should talk with their children's class teacher about his/her progress and any concerns they may have.
2. Parents are also encouraged to discuss concerns with the Head teacher/ Deputy.
3. If the concern cannot be resolved then the school needs to receive the complaint in writing, setting out the details in full to the Head teacher. The Head teacher will then investigate the complaint and will offer parents a meeting to discuss the outcome of the investigation.
4. If concerns remain unresolved, the Parent is advised to write to the Governing Body.