

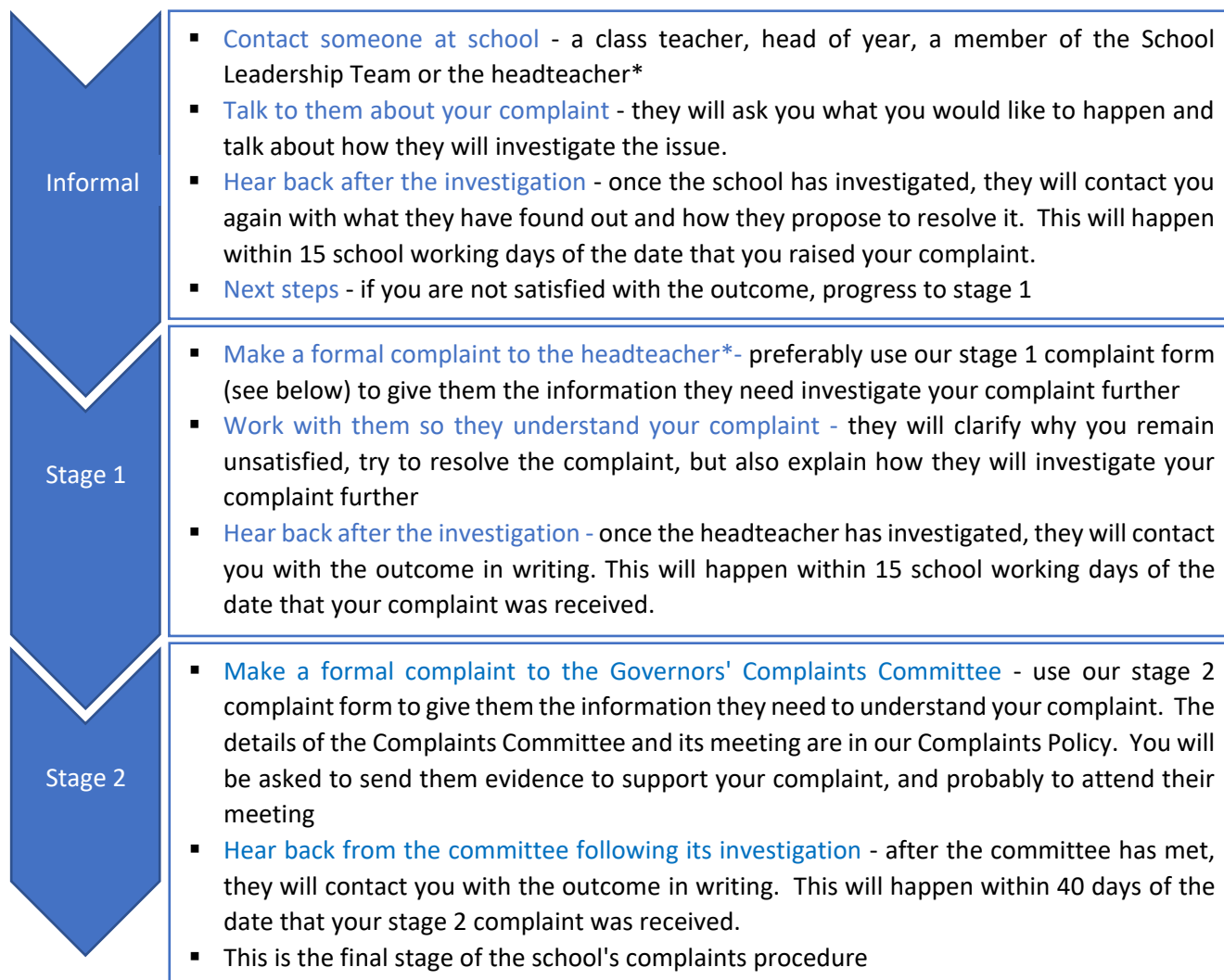


The Mead Infant and Nursery School Complaints Process

We try hard to provide the best education possible for all our pupils. We welcome feedback and accept that not all of this will be positive.

If we have fallen short of your expectations, please come direct to us in the first instance, rather than approach a third party, so that we can work together to resolve your concern quickly and effectively.

Our Complaints Policy can be found on our website [Complaints Policy](#) Here is a summary of the process:



* If your complaint is about the headteacher or governors, the complaints policy tells you who to contact.

Here are the contact details you will need to make a complaint. If you would like help, please contact the school office team who will arrange this for you.

School Name

Address 1

Address 2

Postcode

School phone number

School office email address

Headteacher's name: Mrs Tracy Creasey

Contact email address: head@mead.surrey.sch.uk

Chair of Governor's name: Mr Dan Sims

Contact email address: simsd@auriol.surrey.sch.uk

02083930966

office@mead.surrey.sch.uk

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What actions do you feel might resolve the problem at this stage?

Please give details of any paperwork you are attaching.

Signed:

Date:

Official use

Date received:	Signed:
Date acknowledgement sent:	
By whom:	
Complaint referred to:	
Date:	