

# Complaints Reminder

## What kind of issue is it?

Complaints come in different shapes and sizes. The best first step is to identify what kind of issue it is, to make sure you can get the quickest action with school.



Villa Real School  
together we achieve

<b>Is it feedback?</b> <i>You need to be heard</i>	<b>Is it a concern?</b> <i>You need an answer</i>	<b>Is it a complaint?</b> <i>You need action</i>
<p>Sometimes you will want to share your voice with school without needing us to respond, but you expect us to listen and take it on board.</p>	<p>Sometimes you have a worry or doubt over an important issue and you are looking for reassurance.</p>	<p>Sometimes you are dissatisfied with the school's actions or lack of action.</p>
<p>We seek feedback as we want to hear and adapt to parents'/ carers' views.</p>	<p>We take informal concerns seriously and make every effort to resolve the matter as quickly as possible.</p>	<p>We have a formal complaints procedure that is available to you (see our website) with the steps you need to take to complain and will receive a reply within 24 hours.</p>
<p>Feedback can be provided verbally, via Class Dojo or face to face with a prearranged appointment.</p>	<p>Parents/ carers can request to meet face to face or to be emailed.</p>	<p>A reply can be via a formal letter, formal email or via a meeting with a member of the Senior Management Team (SMT).</p>