

## Comments Section

### Introduction

Willow Fields Community Primary School is a maintained community school catering for pupils aged 3 years to 11 years.

We are constantly trying to improve our services.

We want to provide the highest standard of service to our stakeholders by continuously improving our systems and methods of working. If you are dissatisfied with the service or our performance is unacceptable we are committed to making amends and improvements. We need to know when you are unhappy with the service so that we can put it right. If we get things right we would also appreciate your comments.

How we will respond – As we receive your comment/complaint it will be recorded and dealt with as soon as practicable. It will be acknowledged and passed on either verbally or in writing within three working days. We will also keep you informed of action taken. If we are unable to resolve the complaint we will advise you of what further action can be taken.

All comments/complaints will be dated and recorded in the comments/complaints procedure log and kept in school. The Head Teacher and the governing Body will review the log on a regular basis.

(Please tick as appropriate)

Compliment

Comment

Complaint

Suggestion

Please describe your Comment/Compliment/Complaint/Suggestion below:

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Thank you for completing this form

Please return it to the school office and place it in the feedback box

For office use only

Date received ..... Ref. No. ....

Referred to .....

Acknowledgement sent (date) .....

