



CROFTLANDS INFANT AND NURSERY SCHOOL

Oakwood Drive, Ulverston, Cumbria LA12 9JU

Telephone 01229 586565

Formal Complaints Procedure

If you become concerned in any way about your child's education, it is important that you tell us about this.

As a first step, you should discuss your concerns with your child's teacher.

If you are still concerned after talking to the teacher, you should arrange to talk to Mrs Jo Procter.

Obviously, as a staff, we will do all we can to resolve your concerns, and to ensure you are happy with your child's education.

There may be some occasions when parents wish to pursue a more formal complaint.

Advice on how to pursue such a complaint is available from:
www.cumbria.gov.uk or Tel: 0800 121 8800