

Mission Statement

At Preston Primary School we welcome all children. They are at the heart of our school and as such we provide a caring environment where everyone is special.

We nurture pupils to achieve fullness of life through discovering and developing their talents and by putting before them positive and realistic goals.

We attach a high priority to the strong links between school, home Governors and the wider community.

We promote attitudes of mutual respect and responsibility within a warm, attractive, stimulating and welcoming environment.

At Preston Primary we respond willingly and openly to expressions of concern. By responding positively we are in a better position to provide a better education for your child and to:

- know how parents perceive our school
- know what parents' expectations are
- explain to parents the changes that are taking place in education and how we are responding to them.

PRESTON PRIMARY SCHOOL



Complaints Procedures

At Preston Primary we believe we are an open school and that parents and carers may, at any time, express their concern about school issues.

In most cases these concerns will be addressed by your child's class teacher.



However if the concern is not resolved the Governing Body of Preston Primary School has established a set of procedures which may be followed.

Our Formal Complaints Procedure:

Stage One: depending on the nature of the complaint it will be heard, initially, by a member of staff who will inform Mrs Winters our nominated 'Complaints Co-ordinator'

If not resolved

Stage Two: the Head Teacher is formally approached about the concern and a 'Complaints Form' is completed

If not resolved

Stage Three: the complaint is heard by the Governing Body Complaints Panel.

Our Complaints Procedure Policy sets out clearly each step in greater detail.

A copy of this is available in the School Office