St. Luke's CEVA Primary School E16 1JB

What to do if you have a concern or complaint and how it might progress

Informal

Speak to the class teacher, or the Assistant Head Teacher Mrs Tarbuck

If not resolved….

Stage 1

Speak to the Head Teacher Mr Hipperson

If not resolved…

Stage 2

Complete and submit Complaints Form to Chair of Governors

If not resolved….

Stage 2

Submit Complaints Form to Governing Board

For formal meeting with 3 Governors

If not resolved…

Write to: Secretary of State for Education
The School Complaints Unit
Department for Education
2nd Floor, Piccadilly Gate
Manchester
M1 2WD