



# St. Luke's CEVA Primary School E16 1JB

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

### Stage 1

Speak to the class teacher, or the Deputy Head Teacher Miss Norcross

If not resolved....

### Stage 2

Speak to the Head Teacher Mr Hipperson

If not resolved...

### Stage 3

Complete and submit Complaints Form to Chair of Governors

If not resolved....

### Stage 4

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  
2<sup>nd</sup> Floor, Picadilly Gate  
Manchester  
M1 2WD