

## Compliments

Our aim is to always provide a high standard of care and education for your child.

As with any individual or organisation, compliments are most appreciated and often help that person or establishment to develop effectively.

When you are happy with what we do, we would love to hear from you. You can let us know by:

- Telling a member of the school staff or Mr Griffiths
- Attending half termly Headteacher meetings and sharing your compliments
- Tweeting a compliment or sharing a success story
- Sending a note to school or emailing us at:

[Whitford.VA@flintshire.gov.uk](mailto:Whitford.VA@flintshire.gov.uk)

## Concerns

We recognise that sometimes, things do not always run as smoothly as planned.

If you do have any concerns about your child's wellbeing or education please:

- Come in after school and talk to your child's class teacher. Staff are always available at the end of the school day.
- Make an appointment if you would like to see the class teacher at a more convenient time.

If your concern remains after seeing the class teacher, please make an appointment to see Mr Griffiths.

**We ask that at all times, you remain courteous towards our school staff.**

**We will endeavour to address any concerns satisfactorily.**

## Complaints

Should you wish to make a complaint, there is a school 'Complaints Policy' and procedure that must be followed. A full copy is available from the school office on request and can be found on our current website within the school office documents section.

Here is a summary of the steps to follow:

1. If you have a complaint about a 'classroom' matter, the first point of contact is the class teacher.
2. If you remain dissatisfied or concerned (or you do not wish to approach the member of staff), then contact Mr Griffiths in person, by telephone, email or by letter.
3. If the complaint is a 'school' matter, contact Mr Griffiths in person.
4. If you are not happy with any action taken, then you may make a formal complaint by putting the complaint in writing.
5. If, after receiving a written response, you are still not satisfied, then you may contact the Chair of Governors, Mr Joe Williams. You can do this via the school office by sending a letter addressed to the Chair in a sealed envelope.
6. If the matter is still not resolved to your satisfaction, you may ask the Complaints Committee of the Governing Body to review your complaint and any action that the school has taken. You will be invited to this meeting. The committee will then make a decision regarding your complaint.
7. If you remain dissatisfied with the Governing Body's decision, then you must contact the LA's complaint officer at County Hall.

We want the pupils and parents within our school to be happy and therefore aim to resolve any complaints before they reach the formal stage.

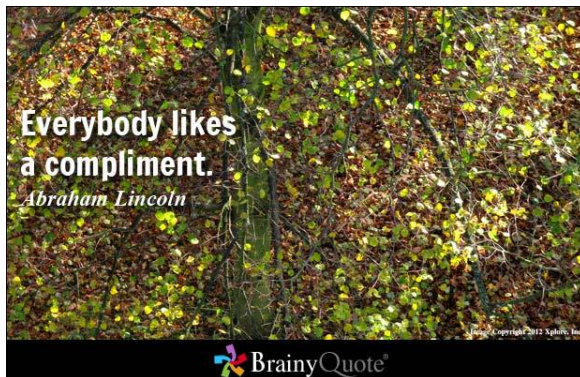
Compliments help us to thrive and know that we are doing something right. If we are not, please share this area of development with us directly so that we can act.

**As teachers, we know how much impact the smallest compliment can have to a child's confidence, achievement and attainment. In life, the same applies to any one person or organisation.**

Here are a few images/examples about compliments.

Compliment  
people.  
Magnify their  
strengths,  
not their  
weaknesses.

INSULTS SHOULD BE  
WRITTEN IN SAND,  
COMPLIMENTS  
SHOULD BE CARVED  
IN STONE.  
QUOTEHD.COM Arab Proverb



## Compliments, Concerns and Complaints

Thank you to those people that have paid us compliments in the last HT's meeting alone;

- Purple Mash a success at home – no TV!
- Learning Log homework great – children can be creative and follow their interests
- Twitter is great. Love the 'Seren Yr Wythnos' and newsletter going on!
- Thank you to staff for giving up their own time to run all the after school clubs.