

## **School compliments and complaints quick reference guide December 2015**

**Pleased** - tell us about it  
**Enquiry** - let us help you  
**Unhappy** - let's resolve it together

### **Compliments**

We are happy to hear your compliments at any time, either in writing, in person, or via the website:  
[www.ambler.islington.sch.uk](http://www.ambler.islington.sch.uk)

### **Complaints**

Our aim is to have open communication throughout the school in order to resolve and difficulties you may have. We can often help with your concerns, if you let us know what they are. We also welcome any compliments you may have.

### **What to do**

It is often useful to talk with your Child's teacher; or if your concern relates to breakfast or after school club, speak to Kym Julien, Extended day coordinator or from one of the phase leaders:  
Hazel Lambert, Key Stage 1 Phase Leader  
Emma Collins, Key Stage 2 Phase Leader.

If you feel the problem is not being resolved, you may wish to seek more support from one of the senior leadership team. This team is as follows:

Natalie Creed or Helen Ryan, Deputy Heads

Maria Galster, Inclusion Manager

Marina Kilcoyne, Business Manager

The Head of our overall provision at Ambler Primary School and Children's Centre is Juliet Benis. The senior leadership team can be contacted on: 020 7226 4708.

We always prefer to tackle concerns early on and resolve complaints as quickly as possible. However, if you feel it is necessary to escalate your complaint, please follow the further options below. It is important that all stages of the complaints procedure are followed.

### **Further options**

As a next step and if your concerns have not been addressed, you may wish to contact our Chair of Governors, John Nicholson. You can contact John by calling Islington Governor Services: 020 7527 2000. The named Clerk to the Governors for Ambler Primary School and Children's Centre is, Hilary Furey.

If you are not satisfied with the Chair of Governors response, write to him again within ten days to say why not. If you feel the school complaints procedure has not been followed correctly, please write to the Director of Education to explain your case. Islington Governor Services will be able to provide contact details.

**Next review with the Safety, Service and Communications Committee: December 2016**