



Compliments and Complaints at Finchale Primary School

Our school philosophy puts children at the heart of their own learning experiences and our curriculum is tailored to meet the individual needs of all our pupils. Our highly committed staff aim to give our pupils the best possible education in a caring, inclusive and high achieving school which puts pupils first. We pride ourselves on being a learning community and this means that we are open to the feedback and comments of those we serve, namely the pupils and parents.

Indeed, we actively seek feedback from all members of our school community and build these into our School Development Plan to ensure we continually grow and develop. Whilst pupils and parents/carers are invited to complete an Annual Questionnaire to formally record their responses we welcome comments at any time of the school year (see our School Communication Policy). Compliments are always very welcome and can be passed on either directly to the member of staff involved, to the Head Teacher, or formally recorded in the form of a letter, questionnaire or email to the school email address which is finchale@durhamlearning.net. We deal with concerns or complaints as quickly and efficiently as possible as we understand how important it is to resolve any issues without unnecessary delay. Often concerns can be resolved informally without recourse to the more formal procedures set out in our School Complaints Procedure which can be found in our School Policies section. Concerns (rather than a formal complaint) should be passed on to the SENCO, Deputy Head or Head Teacher either directly or through letter or email (finchale@durhamlearning.net). We sincerely hope that should parents/carers have concerns at any time that these can be resolved speedily and to the satisfaction of all concerned.

Some of our compliments from our Parent Questionnaires:

"Finchale Primary is a lovely, friendly school with great staff"

"The teaching staff are brilliant – I feel my children are succeeding in all subjects."

"We really love the warm, friendly atmosphere. I strongly believe our daughter has benefited from this immensely. We like the close relationship children higher up in the school have with the younger children."

"One of the strengths of the school is how well it supports children with additional needs."

"My child has come on loads at this school. I think the biggest strengths are the support from all staff and all the activities that are available after school."

"The biggest strength of Finchale is the lovely ethos and happy environment."

"We love the wonderful staff who get to know the pupils in their class so well and also know all the other children in the school too. Also the strong leadership and effective management of the school and the highly effective Governing Body and PTA."

"Teaching staff are very approachable. I find the atmosphere in the yard and in school is fantastic."

"Finchale is a great school with friendly staff and happy children."

Date Reviewed: March 2023