

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.

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 regular school surveys 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 Headteacher, or formally recorded in the form of a letter, survey 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 Class Teacher, 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, these can be resolved speedily and to the satisfaction of all concerned.

Some of the compliments we have received about our school:

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

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

"This is a beautiful school with really lovely children. The staff are all wonderful and clearly family-orientated in their ethos. I have been made to feel so welcome."

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

"There's a huge willingness to work with parents/families to best support the child. Could not have asked for better support."

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

"The children in Finchale Primary School are a delight to talk to. They engage readily with visitors and talk eagerly about their work. Their attitude towards their learning is extremely positive and they are proud to show off their work."

"My child has always been very happy at Finchale, they feel supported to do their best, learn what their strengths are and how they can continue to grow to be the person they want to be."

"There is a lovely family feel at the school where staff try hard to understand each child as an individual."

Date Reviewed: June 2025