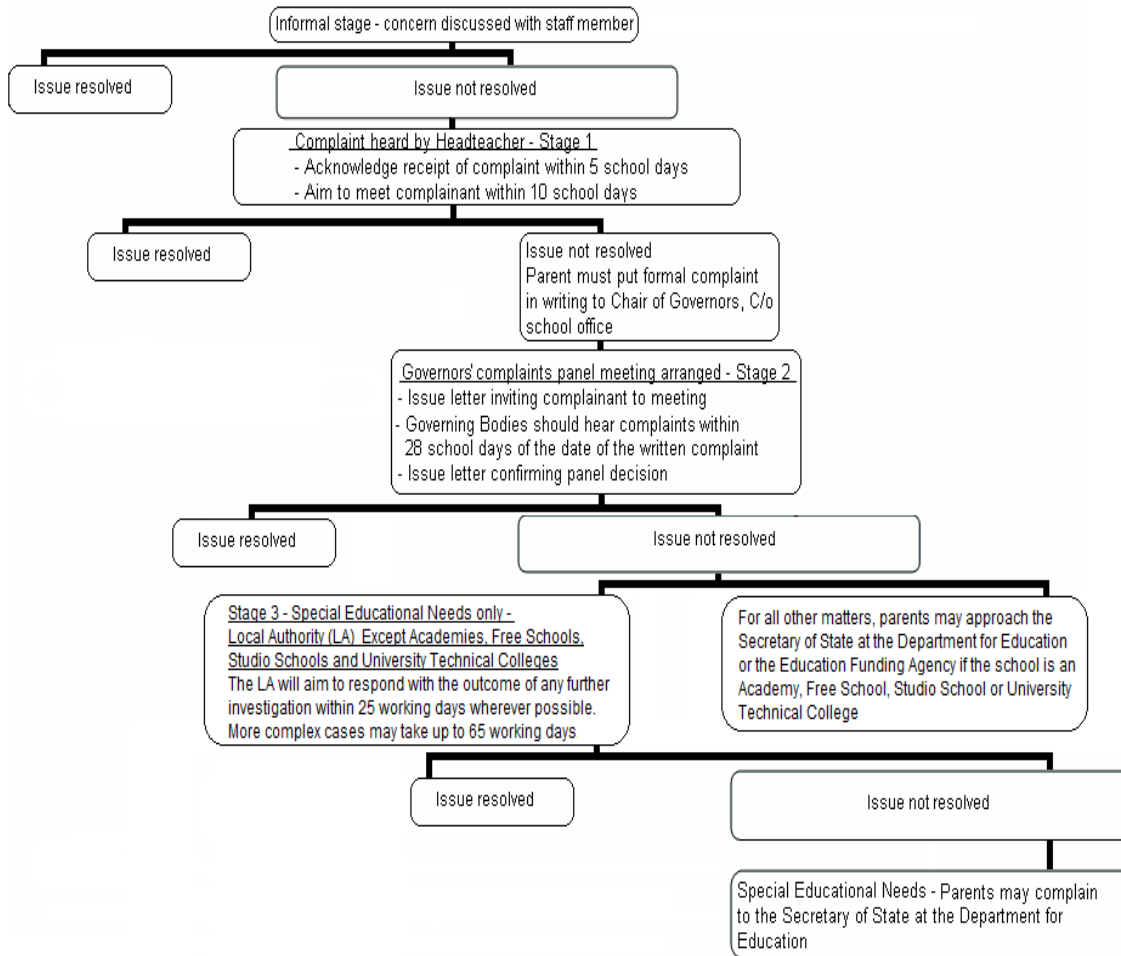


### Framework for Dealing with complaints

We take all concerns seriously and strive to resolve them using informal procedures. The framework for dealing with formal complaints is outlined below.



Copies of our full Complaints Policy can be requested from Mrs Manning, our office manager.

**Headteacher • Miss A Doke**

**Studlands Rise First School** • Studlands Rise • Royston • Herts • SG8 9HB

T • 01763 243930 • E • [admin@studlandrise.herts.sch.uk](mailto:admin@studlandrise.herts.sch.uk) • W • [www.studlandsrise.herts.sch.uk](http://www.studlandsrise.herts.sch.uk)

