

# Mengham Junior School

Ofsted 2018 said we are a  
**good school** because...

...pupils enjoy a  
wide curriculum  
that is enhanced  
through  
enrichment  
activities and  
extra-curricular  
activities.

...strong relationships  
between staff and  
pupils help pupils  
feel secure and  
promote their  
learning and  
personal  
development well.

...parents and carers are  
overwhelmingly positive about the  
school.

...the co-headteachers lead the school  
with passion and determination. They  
have established an ambitious and  
positive ethos which is helping to drive  
improvement.

# Compliment or Complaint?

Would you like to give us  
a compliment  
or  
do you have a complaint?

This leaflet explains our easy to follow  
instructions.



**At Mengham Junior School  
we ASPIRE to be**

**Successful learners, Confident individuals,  
Responsible members of our community**

# Complaints

If you wish to make a complaint, please follow the instructions below. We take all complaints seriously and will endeavour to resolve any complaints quickly and professionally.

## **Step 1: Talk to your child's teacher.**

Most complaints can be resolved by making an appointment with your child's teacher and talking the issue(s) through.

## **Step 2: Write to the Headteacher**

If option 1 has not been successful the next step is to put your complaint in writing to the Co-Headteachers (Mr E Harrison or Mrs O Davies). A time will usually then be arranged when you, the Head and the class teacher can meet and discuss the issue(s).

## **Step 3: Make a formal complaint to the Governing body.**

If you wish to complain to the Governing Body of the school or you wish to complain about the Headteacher, you should write a letter to the Chair of Governors and send it into the school for the attention of the Clerk of Governors who will bring it to his/her attention on your behalf. The complaint will be fully investigated and the Chair of Governors will contact you within 10 working days.

## **Step 4: Make a formal complaint to the Local Authority.**

If you are unsatisfied after completing options 1-3 you may write to the Local Education Authority who will advise you how to proceed. The name and address of the L.A. can be gained from the school office.

For further details and advice, please refer to the school's Complaints Procedure (copies can be downloaded from the school website or are available from the school office).

# Compliments,



# Comments & Suggestions

**We really value your comments and suggestions about all aspects of our school life.**

**We also like to hear from you if you are particularly pleased or impressed about something we are doing.**

## **WHAT TO DO**

**If you want to offer a compliment, comment or suggestion, you can:**

**Tell one of the office staff.**

**Email us : [adminoffice@mengham-jun.hants.sch.uk](mailto:adminoffice@mengham-jun.hants.sch.uk)**

**Write to your child's teacher or Mr Harrison or Mrs Davies.**

**Tell the teacher, Mr Harrison or Mrs Davies at the end of the day.**