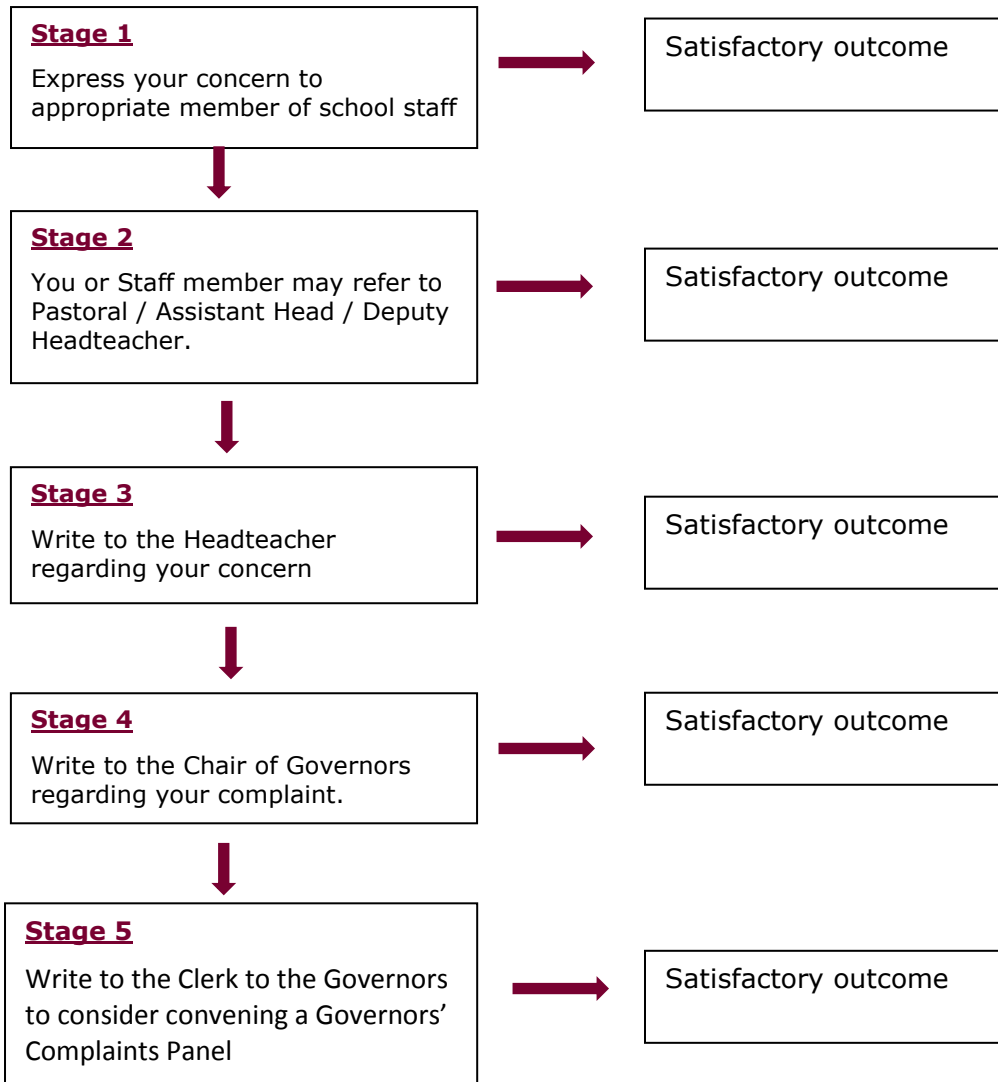


A BRIEF GUIDE TO THE CONCERNS & COMPLAINTS PROCESS



From time to time you may have a concern about the school, or about an aspect of your child's schooling.

This is a brief guide of how concerns and complaints are handled at Cardinal Newman Catholic School.

Our aim is to ensure that your concerns or complaints are resolved as quickly as possible at the appropriate level. When mistakes are made we will also ensure that we learn from these mistakes.

A full guide to the Complaints Policy can be found here:

Complaints Policy

For some complaints this process may not be appropriate – please refer to section 2.3 to see a list of what is not covered by our complaints policy

