



## **HARTSBOURNE PRIMARY SCHOOL**

### **COMPLAINTS**

We always do our very best to address complaints promptly and make every effort to resolve problems. In the first instance, it is best to bring a concern to the class teacher, Senco (Special Needs Co-ordinator) or Head Teacher. If you are not happy with the outcome there is a formal complaints procedure available which can be read on our website at [www.hartsbourne.herts.sch.uk](http://www.hartsbourne.herts.sch.uk). Alternatively a paper copy is available from the school office.

Valerie Hudson  
Head Teacher