



Introduction

Holley Park Academy aims to help all pupils develop their full potential, achieving the highest possible standards in all aspects of their education.

We want to provide the highest standard of service by continuously improving our systems and methods of working. We need to know when you are unhappy so that we can put it right. Also, if we get things right we would also appreciate your comments.

When we receive your comment/complaint it will be recorded and acknowledged either verbally or in writing within three working days. We will keep you informed of any action taken.

All comments/complaints will be dated and recorded in our comments/complaints register and kept in school. The Head Teacher and School Governing Body will review the log on a regular basis



How we will respond

If you make a compliment, comment or complaint and give your name and address, you will receive a personal response.

A copy of our schools' formal complaints procedure can be obtained from the school office or from the web site.

www.holleeparkacademy.co.uk



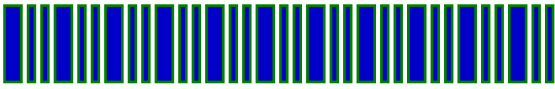
Holley Park Academy
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Oxclose
Washington
NE38 0LR
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Email:

holley.park.academy@schools.sunderland.gov.uk



Compliments,
Comments
and
Complaints





Your Details

Pupil Parent

Staff Other

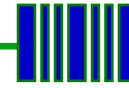
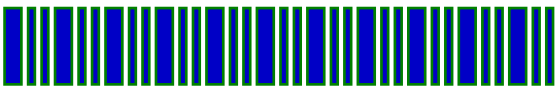
Name _____

Address _____

Tel: _____

Date _____

Email _____



Comments Section

Please tick as appropriate

Compliment Comment Complaint

Please describe your compliment/comment/complaint below:

Thank you for completing this form.
Please return it to the school office.

For office use only

Date received: _____ Reference number _____

Referred to _____

Acknowledgement sent (date) _____

