

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 school website: www.biddickschoolsportscollege.com

Biddick School Sports College operates an "open door" policy- where possible if you contact the school or arrange an appointment we will endeavour where possible to ensure the relevant staff are available to try to resolve any issues. Please contact us using the details below.

Head Teacher

Richard Wilkinson

Biddick School Sports College

Biddick Lane

Washington

NE38 8AL

Phone Number; 0191 5613680

E-mail: biddick@sunderlandlearning.net

Your Details

Pupil

Parent

Staff

Other

To support the school in making a response we ask that you provide details below

Name:

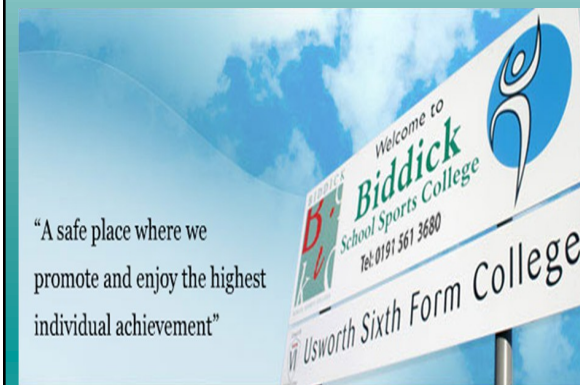
Address:

Telephone No: _____

Date:

Email Address:

Biddick School Sports College



"A safe place where we promote and enjoy the highest individual achievement"

Compliments, Comments and Complaints

Introduction

Biddick School Sports College is improving the service delivered.

We aim 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 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 Headteacher and School Governing Body will review the log on a regular basis.

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) _____

