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Making a complaint about a school

Last Modified August 24, 2017



Investigating and responding to complaints about schools is the responsibility of the school's governing body.

All Blackpool schools should have a complaints procedure for dealing with your concerns. You can ask your school for a copy.

Making a complaint

If you want to make a complaint you should:

1. Discuss your concerns with the class teacher or the relevant member of staff. Most issues can be addressed in this way
2. If you are still unhappy, make an appointment with the headteacher, deputy headteacher or the head of year
3. If you feel that the issue is still unresolved, you can make a formal complaint in writing to the school's chair of governors.

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Blackpool Council

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

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