



Thursday 17th May 2018

Dear Parent/Carer,

Redlands Complaints Policy

We would like to inform you that we have updated our Complaints Policy following ratification from our Advisory Board and the Trust – please see the attached document.

To support the school, parents and children in ‘working together and aiming for excellence’, we are eager to ensure that the Redlands community is based upon open and honest communication and, with this in mind we are always grateful for the comments and feedback our parents provide.

To enable the school to respond to your comments in a timely and effective manner, we ask that parents follow the policy when raising concerns. This will ensure that we continue to work together in the interests of the children, so that their experience at Redlands is the best it can be.

If you have any queries regarding the policy, please do not hesitate to contact the school.

We thank you for your continued support in helping your child to strive for excellence and reach their full potential.

Regards and best wishes,

Mrs Michelle Tobin
Headteacher

Mrs Louise Headley
Assistant Headteacher

Mrs Nicky Ball
Assistant Headteacher