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| |  | | --- | |  |   Dear Parents and Carers,  **Complaints Procedure**    Here at Park Lane School, your child’s welfare and education matters greatly to us. Should you at any time have any questions or concerns regarding your child within school, please in the first instance contact your class teacher to discuss the matter.  Contact can be made via the home book or telephone and email. If you would prefer to make a face-to-face appointment, please contact the school to arrange this.  If you feel that, following these discussions, you wish to discuss matters further please do not hesitate to contact either myself or one of our governing body – their details can be found on the school website, [www.parklaneschool.co.uk](http://www.parklaneschool.co.uk).  We aim to provide both the best education and care for your child and to ensure that every child reaches their full potential whilst working in collaboration with all parents and carers.  Yours sincerely  **Emma Shaw**  **Head Teacher** |