

Handling Complaints

Whilst we all hope that there are few complaints about schools, when they do occur they are worrying and governors need to know how to handle matters effectively. Having a clear Complaints Policy/Procedure is a good starting point and this training will help you to understand the importance of following the procedure, thereby ensuring that the school/governing body retains control of the process.

Course Leader (s) : Sue Platt, Alan Smith

Who should attend

- | | | | |
|-----------------|---|---------------|---|
| Chair Governors | ● | Governors | ● |
| Parent Gov'nors | ● | Headteachers | ● |
| New Chairs | ● | New Governors | ● |
| Teacher Gov'ns | ● | Clerks | ● |
| Other: | | | |

Phase

All

Cost:

£65.00

Free to schools who
subscribe to the
Governor Support
Service package

How to book

To apply for a place at this activity please
complete a booking form and return it to:

Judy Trivett
Norfolk Education Advisory Services
Professional Development Centre
Woodside Road
Norwich, NR7 9QL

Telephone:

01603 433276

Fax:

01603 700236

E-mail:

judy.trivett@norfolk.gov.uk

Date	Time	Venue	Reference
10/5/2005	1900 - 2100	King's Lynn	5GS067
17/5/2005	1900 - 2100	Norwich	5GS068
08/6/2005	1000 - 1200	Norwich	5GS069

